



Shipston Medical Centre

Patient Survey Results 2011-2012

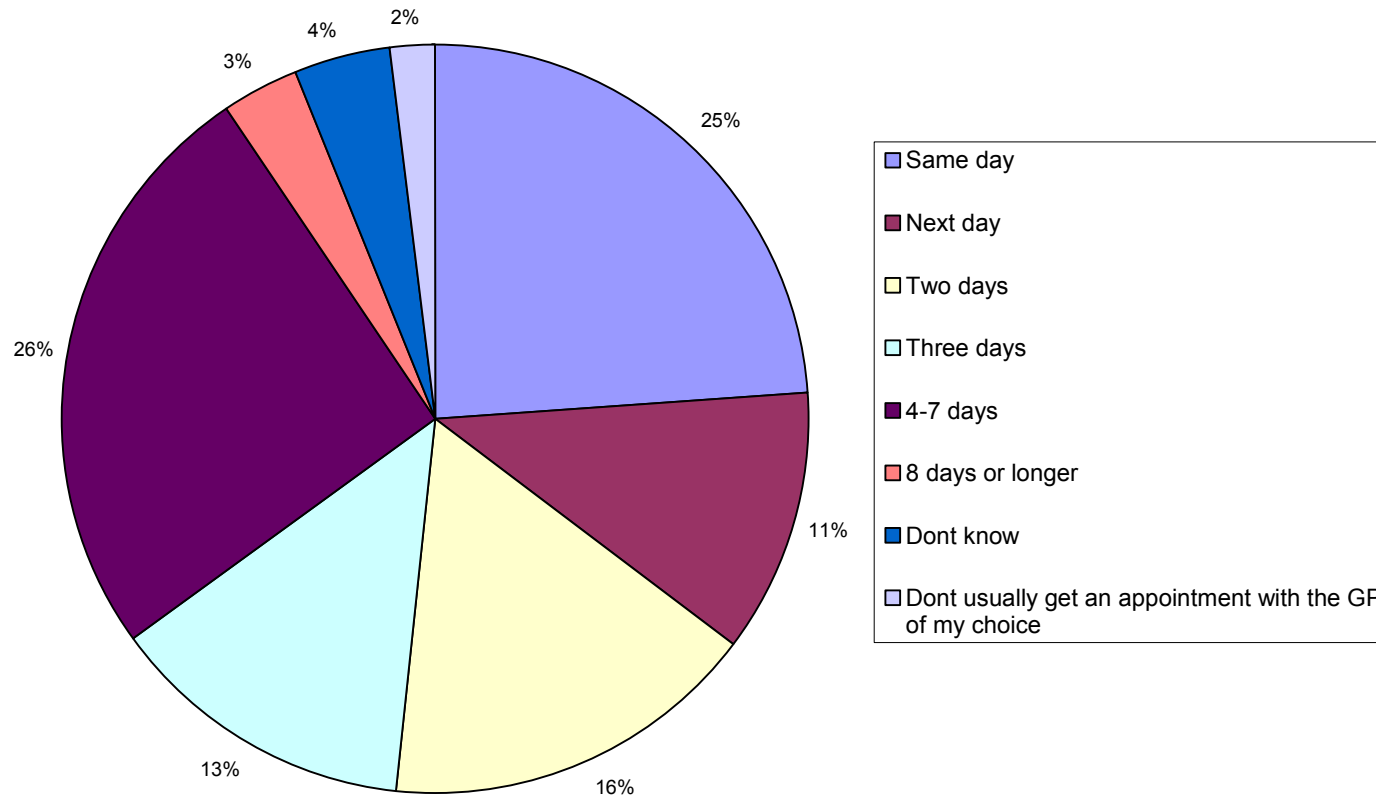
The patient survey was undertaken between Monday 21st November 2011 and Friday 20th January 2012, via paper copies available at the practice and online at <https://www.surveymonkey.com/s/ShipstonMC2011>

Respondents self-selected in response to advertisements and encouragement from Medical Centre Staff. In total 211 questionnaires were completed .



APPOINTMENTS

How many days do you usually have to wait to get an appointment with the GP of your choice? *(tick one only)*

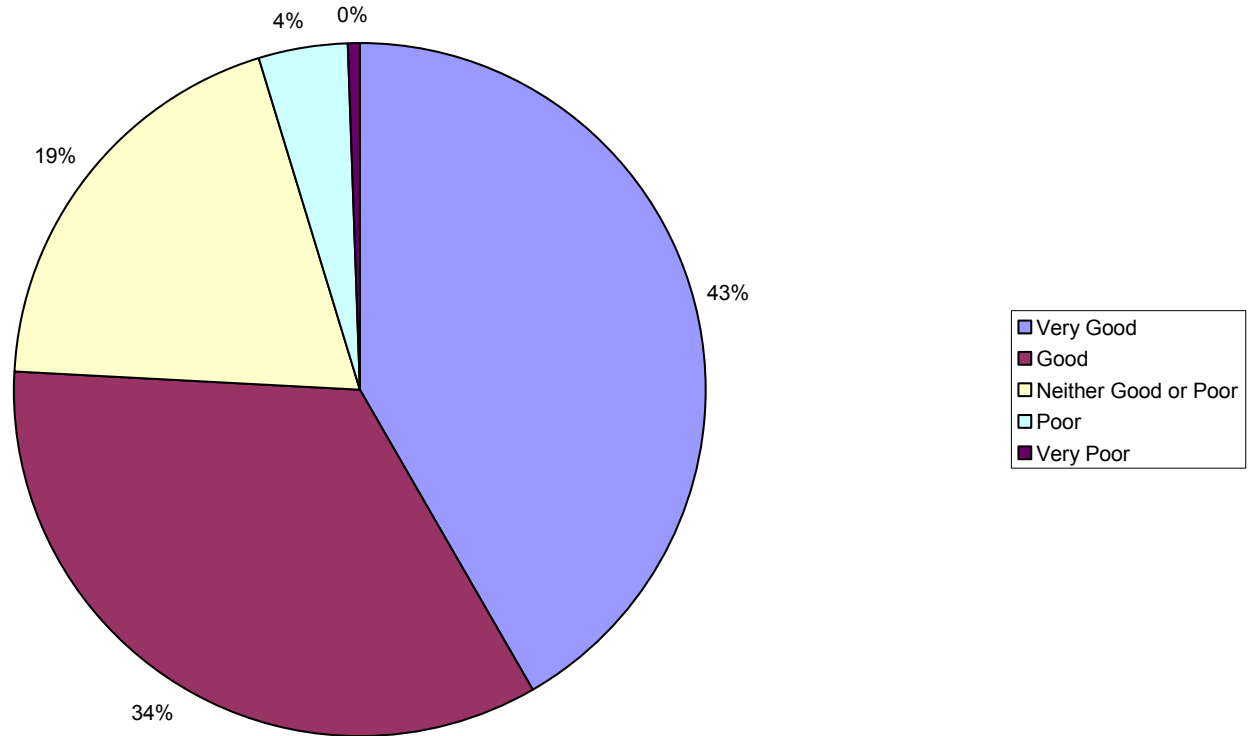


Total Responses for this Question: 209



APPOINTMENTS

How do you rate this? *(tick one only)*

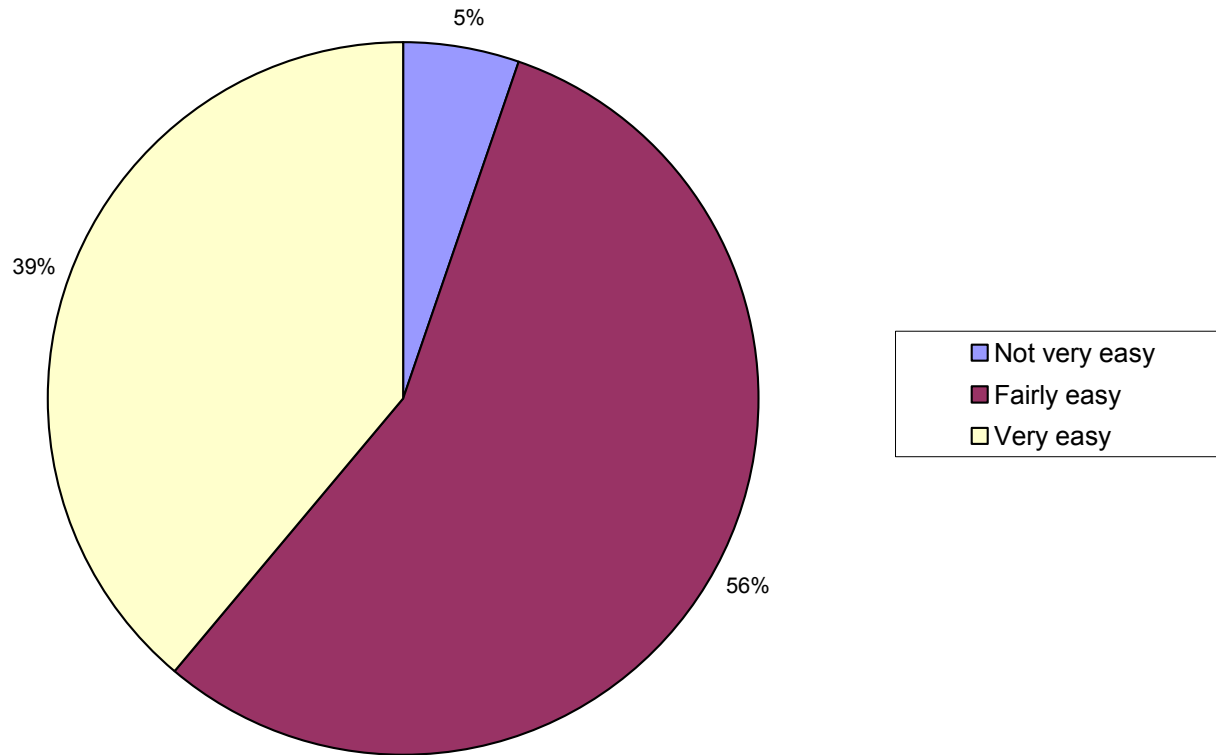


Total Responses for this Question: 207



APPOINTMENTS

How easy was it to get an appointment for the time you wanted? *(tick one only)*

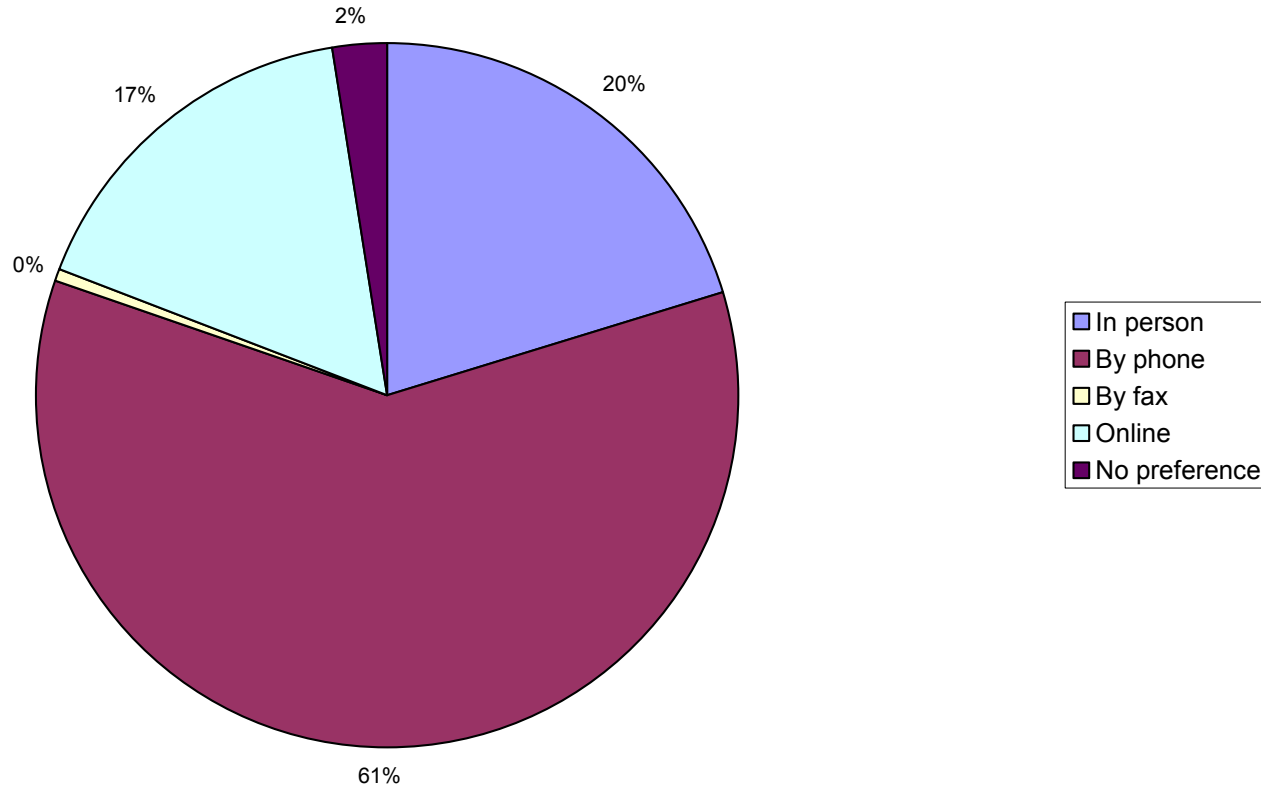


Total Responses for this Question: 208



APPOINTMENTS

Which of the following methods would you prefer to use to book an appointment at the Surgery? *Please tick all that apply*

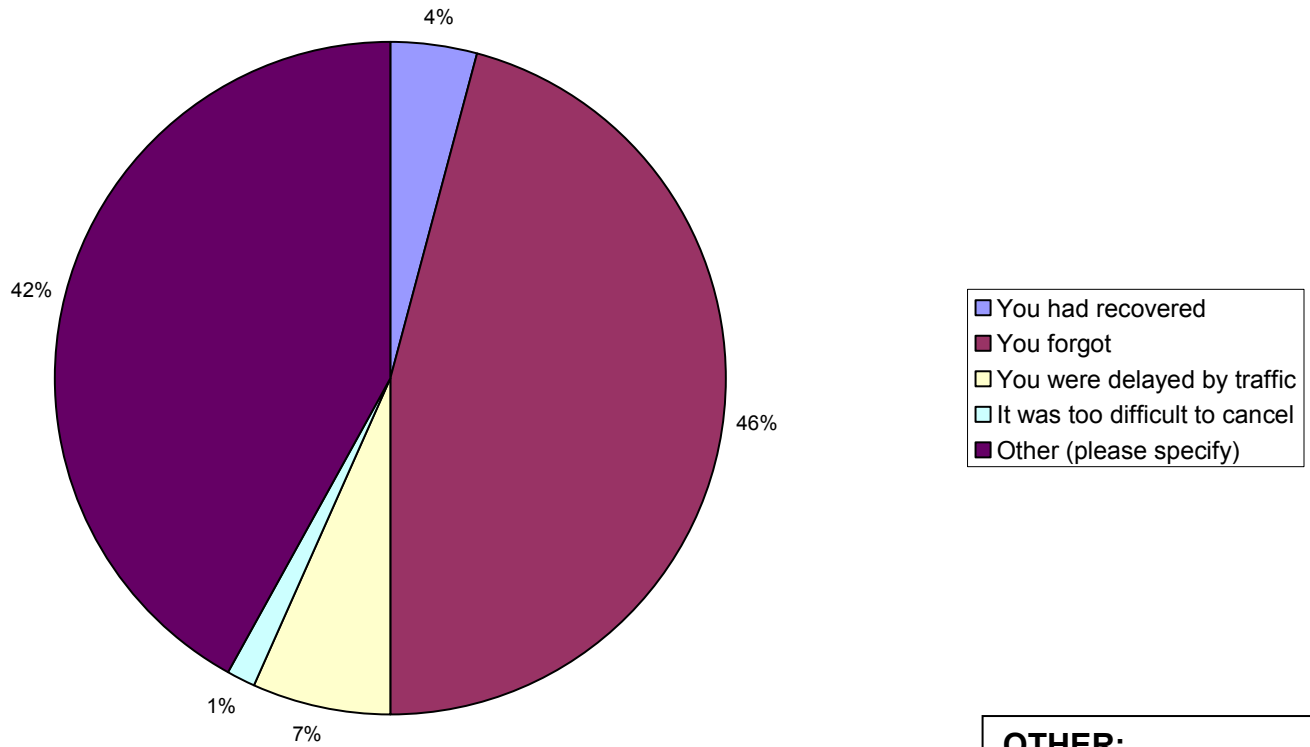


Total Responses for this Question: 296



APPOINTMENTS

Have you ever missed an appointment because...? *Please tick all that apply*



- You had recovered
- You forgot
- You were delayed by traffic
- It was too difficult to cancel
- Other (please specify)

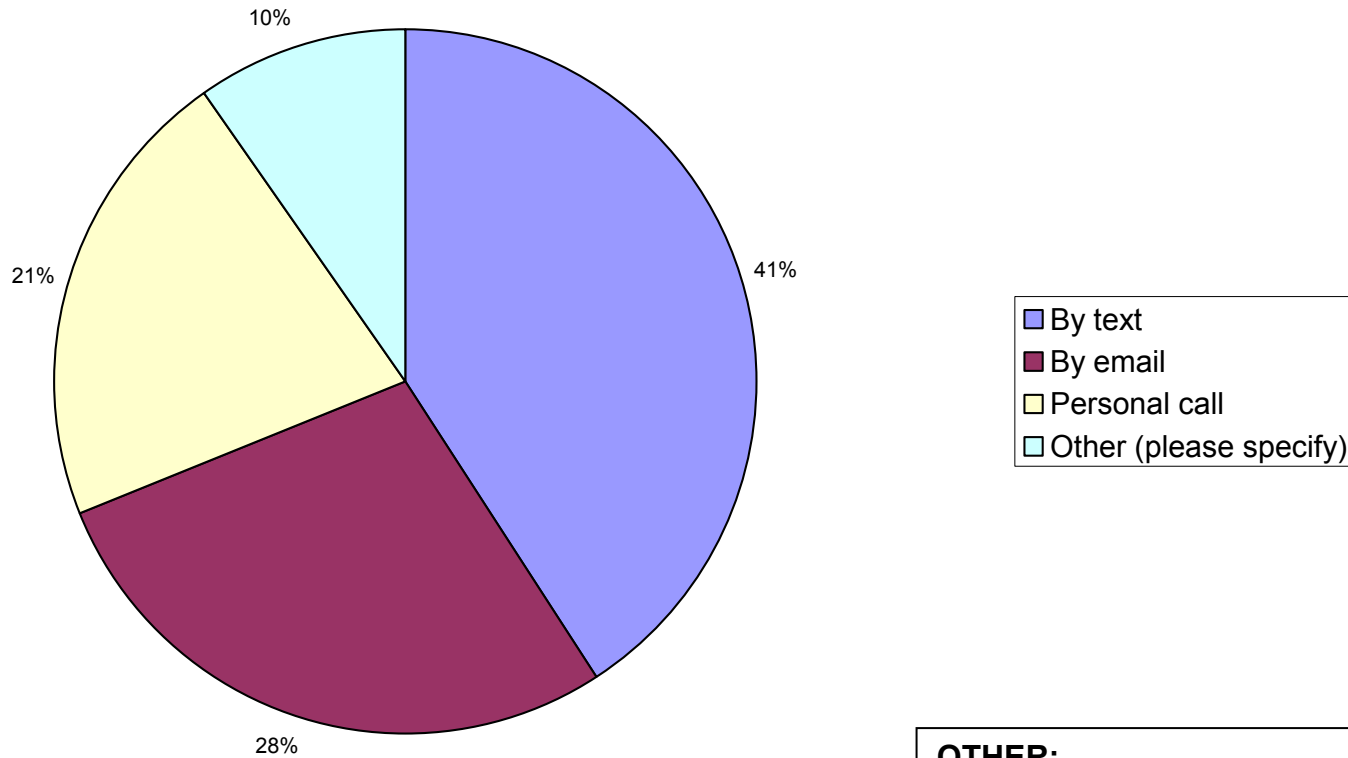
OTHER:
Most frequent response was 'never missed'

Total Responses for this Question: 74



APPOINTMENTS

Would you like to be reminded about your appointment...? *Please tick all that apply*



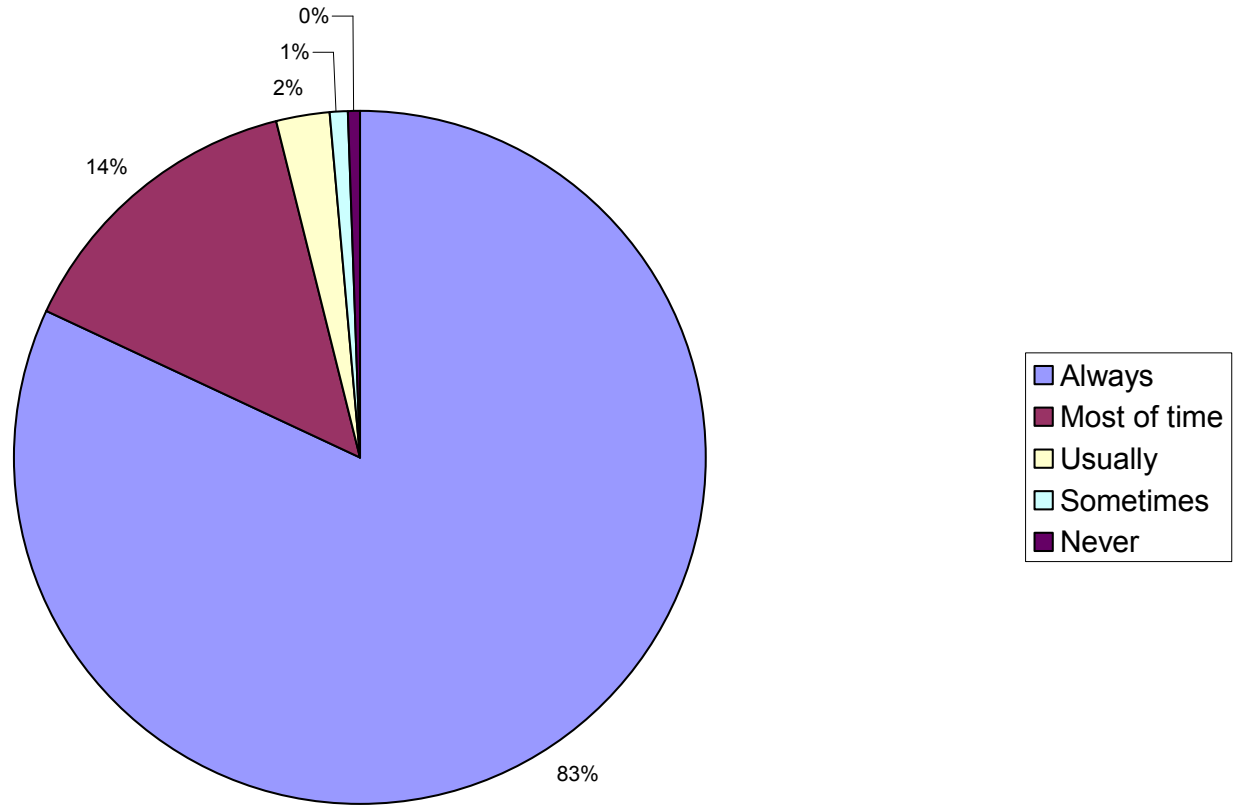
OTHER:
Most frequent response was 'not necessary'

Total Responses for this Question: 142



APPOINTMENTS

Missed appointments are a problem for the practice. Can you easily contact the practice when you wish to cancel an appointment ? *(tick one only)*

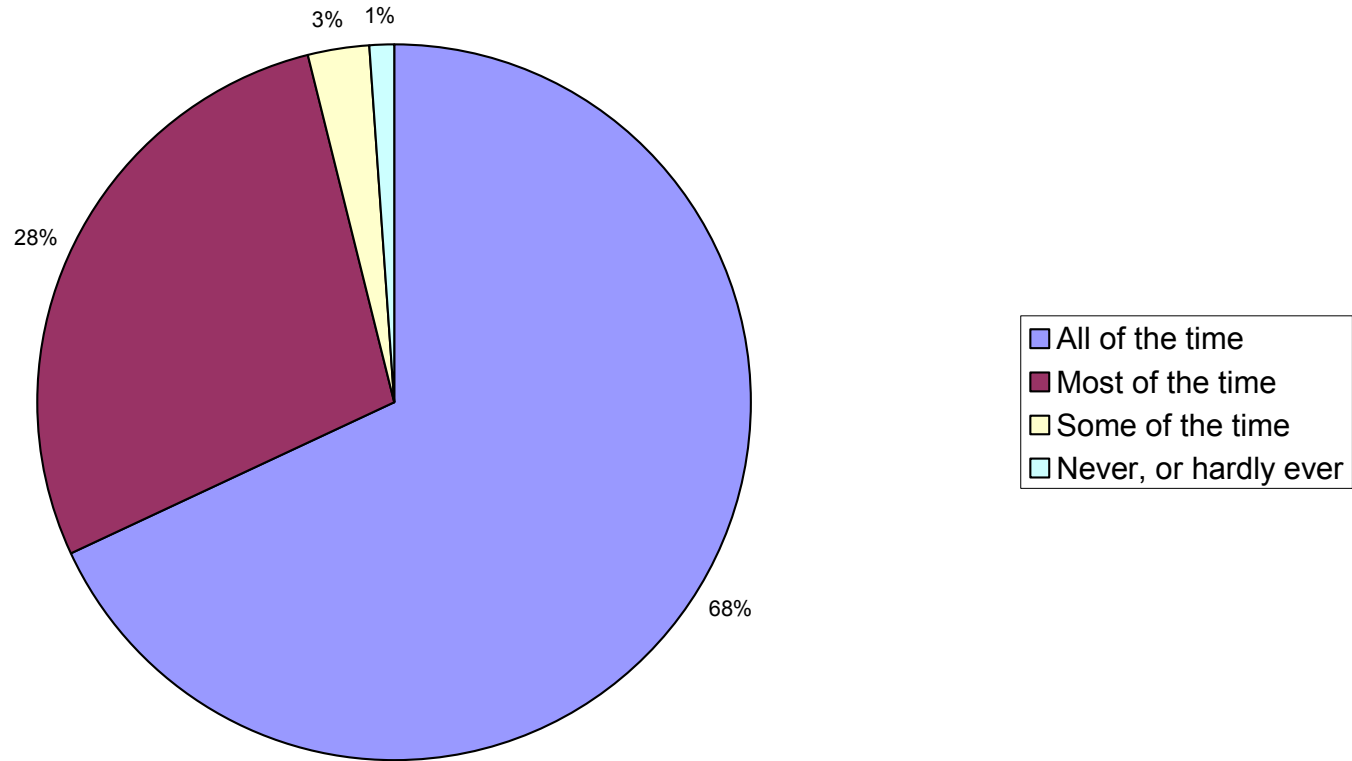


Total Responses for this Question: 208



HELPING YOU STAY HEALTHY

Over the last 12 months when you visited the Surgery, how often has the Dr or nurse given you enough information about your condition or treatment? *(tick one only)*

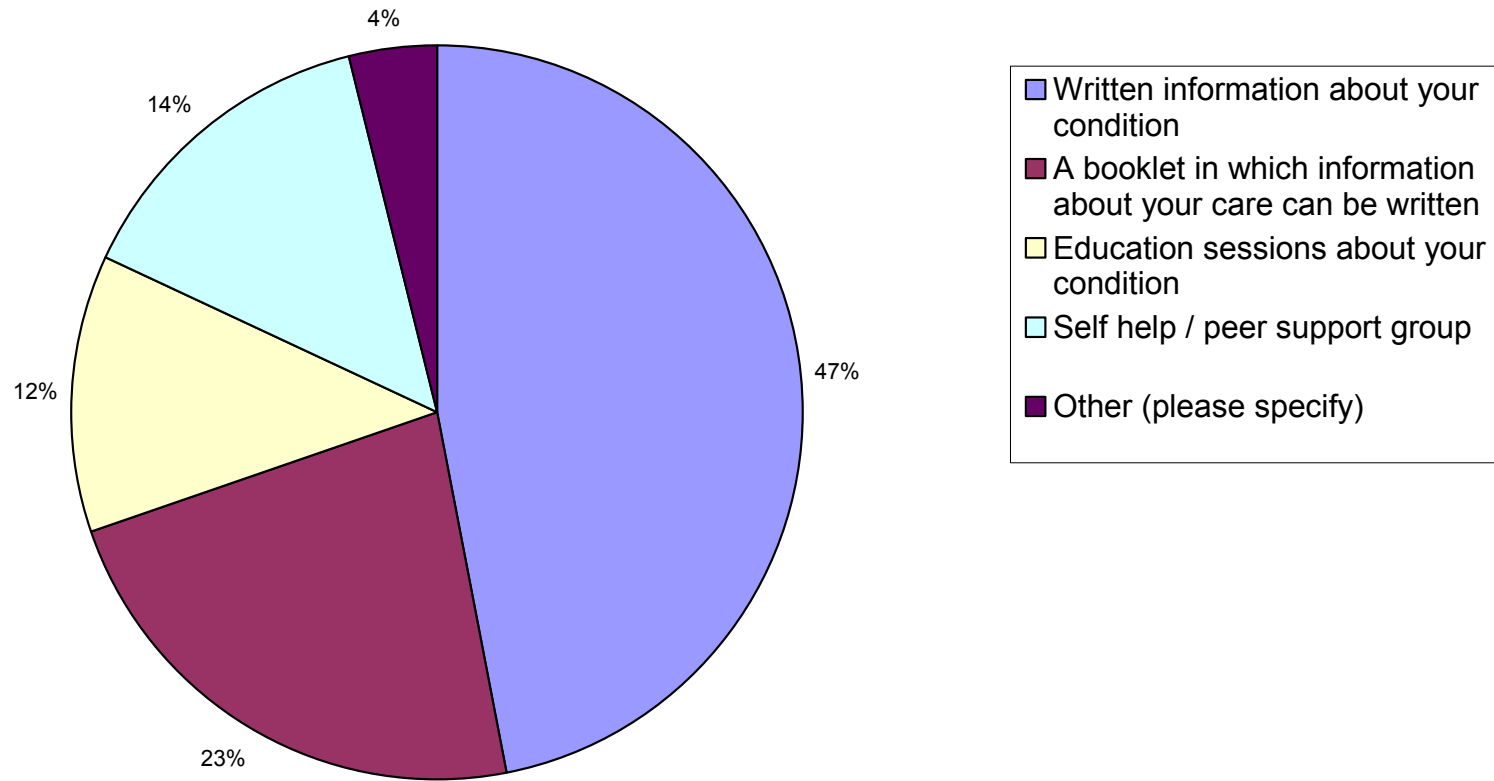


Total Responses for this Question: 203



HELPING YOU STAY HEALTHY

Which of the following would be helpful to you in managing your long-term health? *Please tick all that apply*



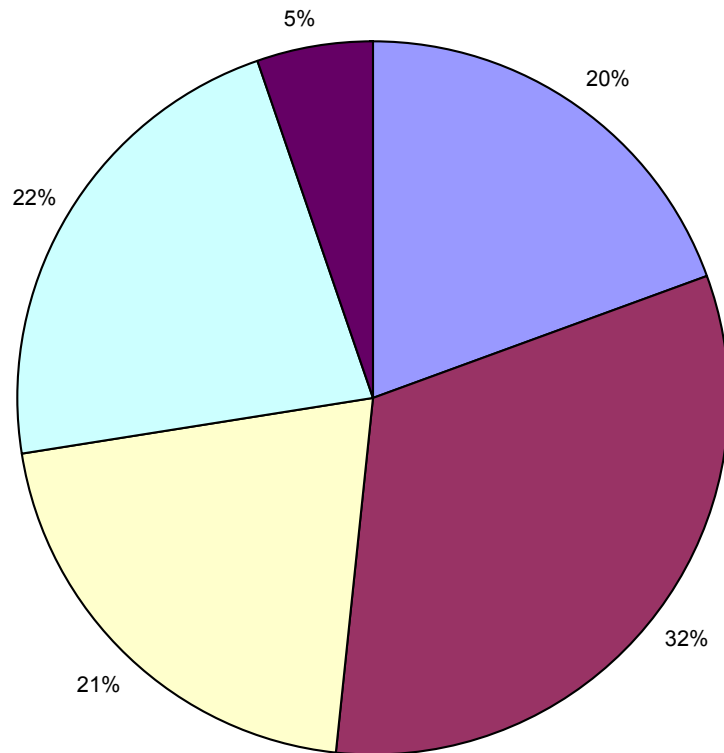
OTHER:
Most frequent response was 'talk to Doctor'

Total Responses for this Question: 234



HELPING YOU STAY HEALTHY

Which of the following do you use to find out information about the practice? *Please tick all that apply*



- Website
- Telephone
- Local press (i.e. Shipston Forum)
- Notice Board
- Other (please specify)

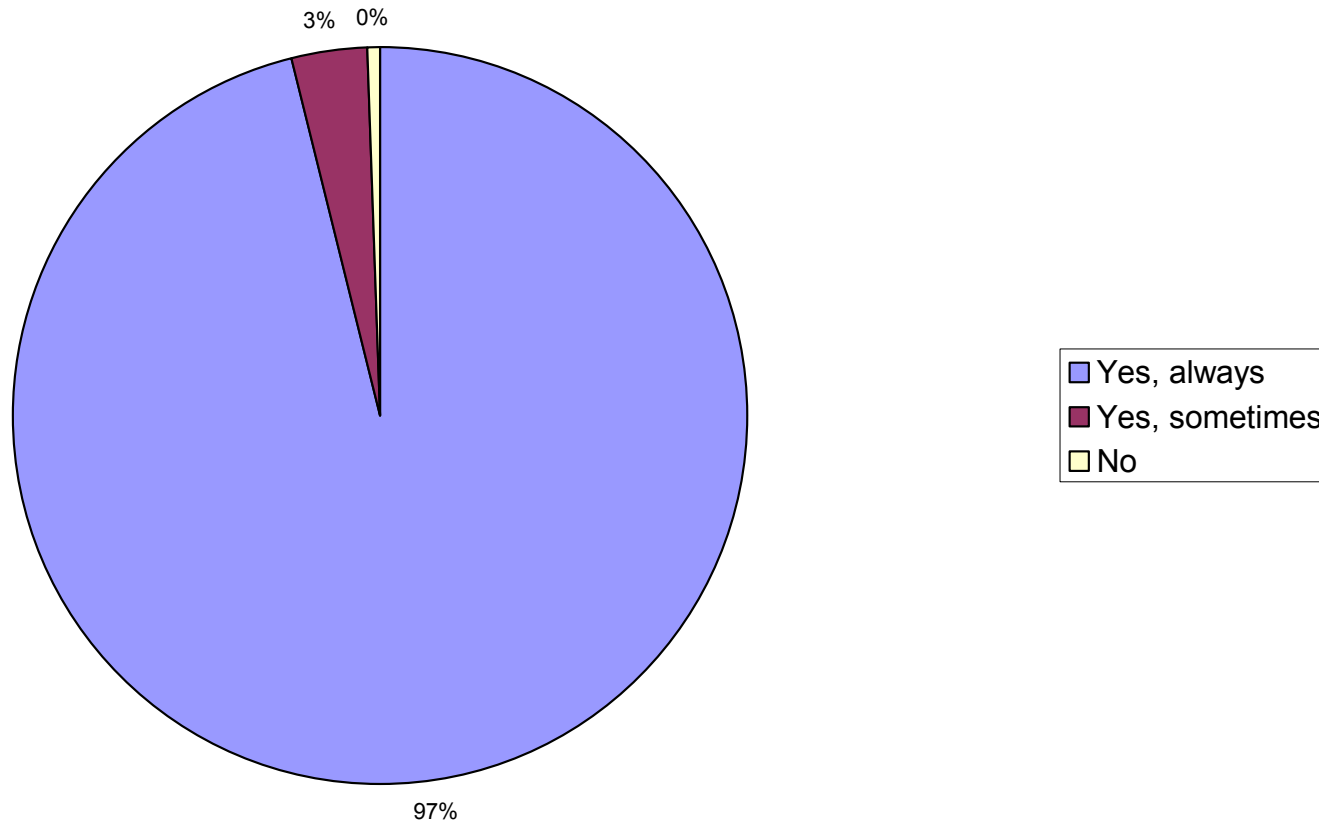
OTHER:
Most frequent responses were 'word of mouth' and 'booklet'

Total Responses for this Question: 286



YOUR EXPERIENCE

Do you feel you are treated with respect and dignity while you are in the surgery? *(tick one only)*

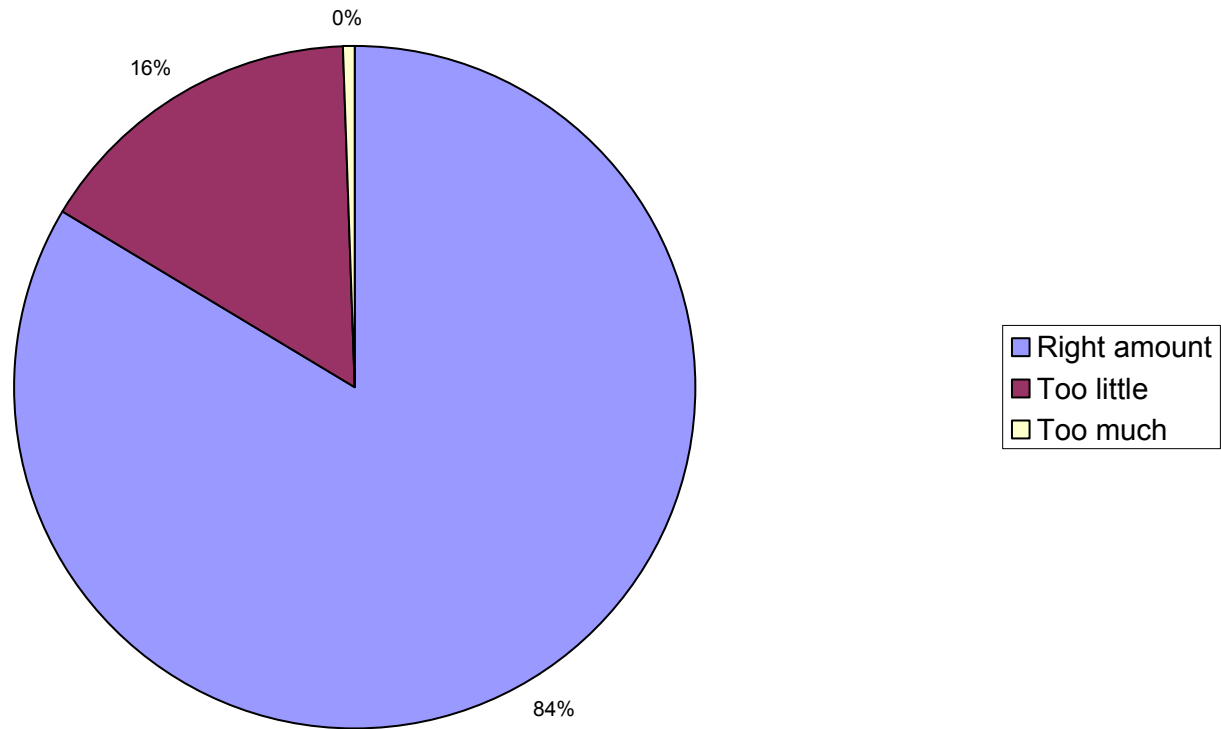


Total Responses for this Question: 210



YOUR EXPERIENCE

The surgery currently offers 10 minute routine appointments with the GP. In your opinion is this the right amount of time?
(tick one only)

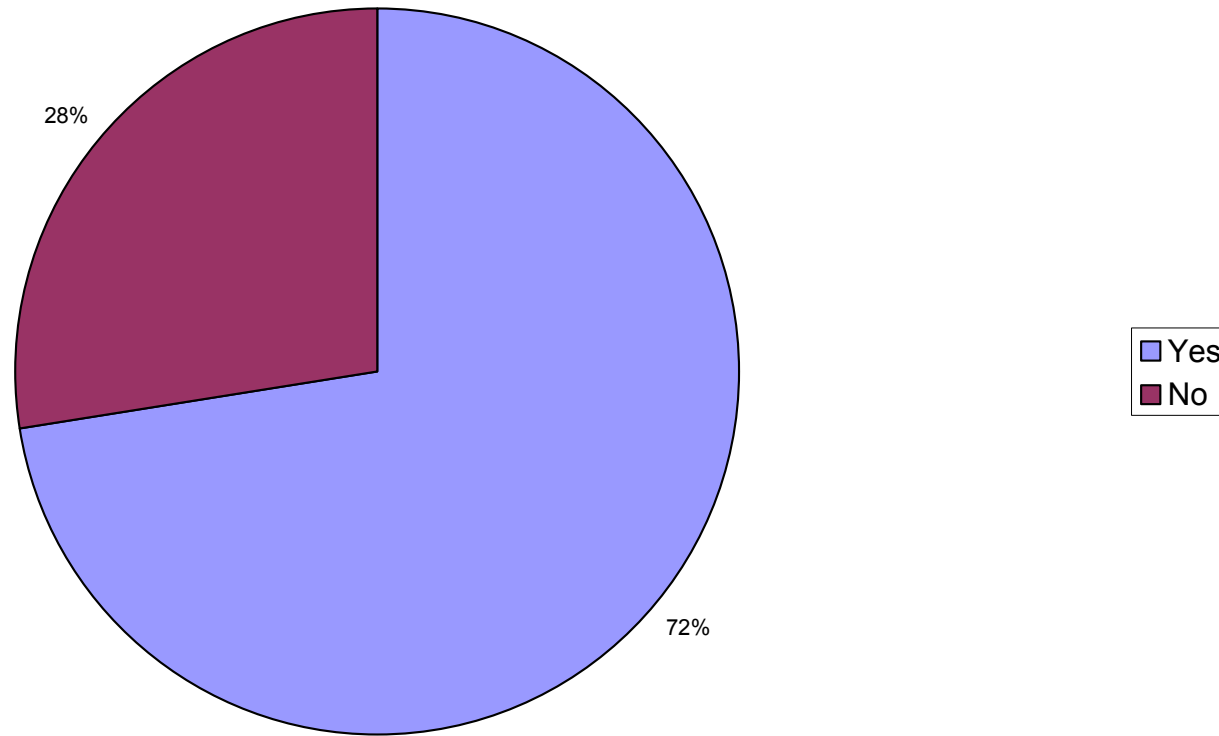


Total Responses for this Question: 206



HEALTH AND WELLBEING PARK PROPOSALS

Have you heard about the proposals for a new Health and Wellbeing Park in Shipston? *(tick one only)*

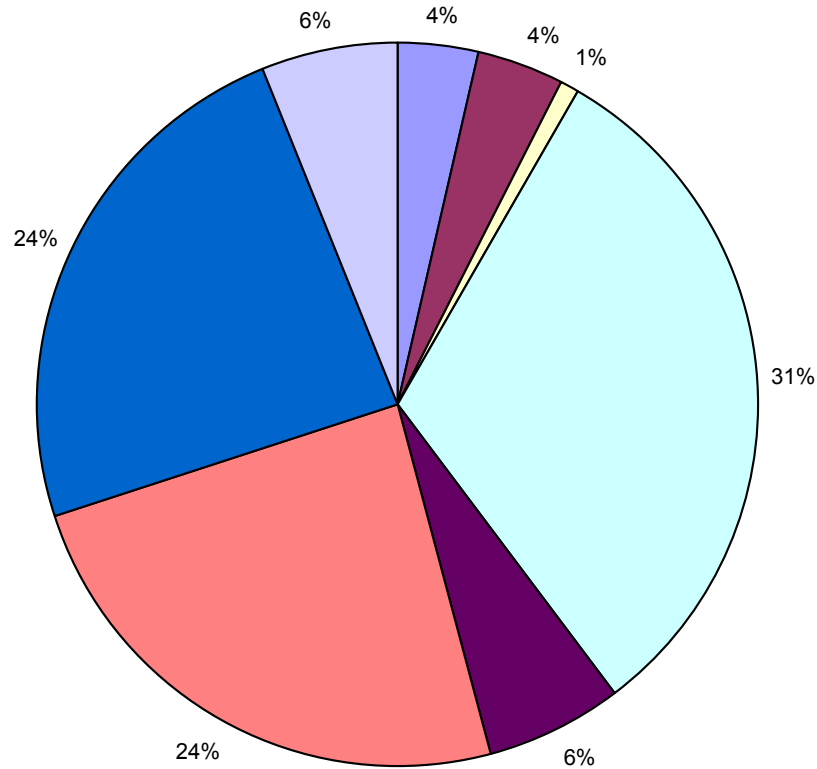


Total Responses for this Question: 210



HEALTH AND WELLBEING PARK PROPOSALS

If yes, where did you hear about the project? (please tick all that apply)



- Patient Participation Meeting
- South Warwickshire Foundation Trust meeting in Townsend Hall on 21st September 2011
- Community Forum meeting at Shipston High School on 28th September 2011
- Shipston Medical Centre leaflet
- Shipston Medical Centre website
- Shipston Forum
- Local newspaper
- Other (please specify)

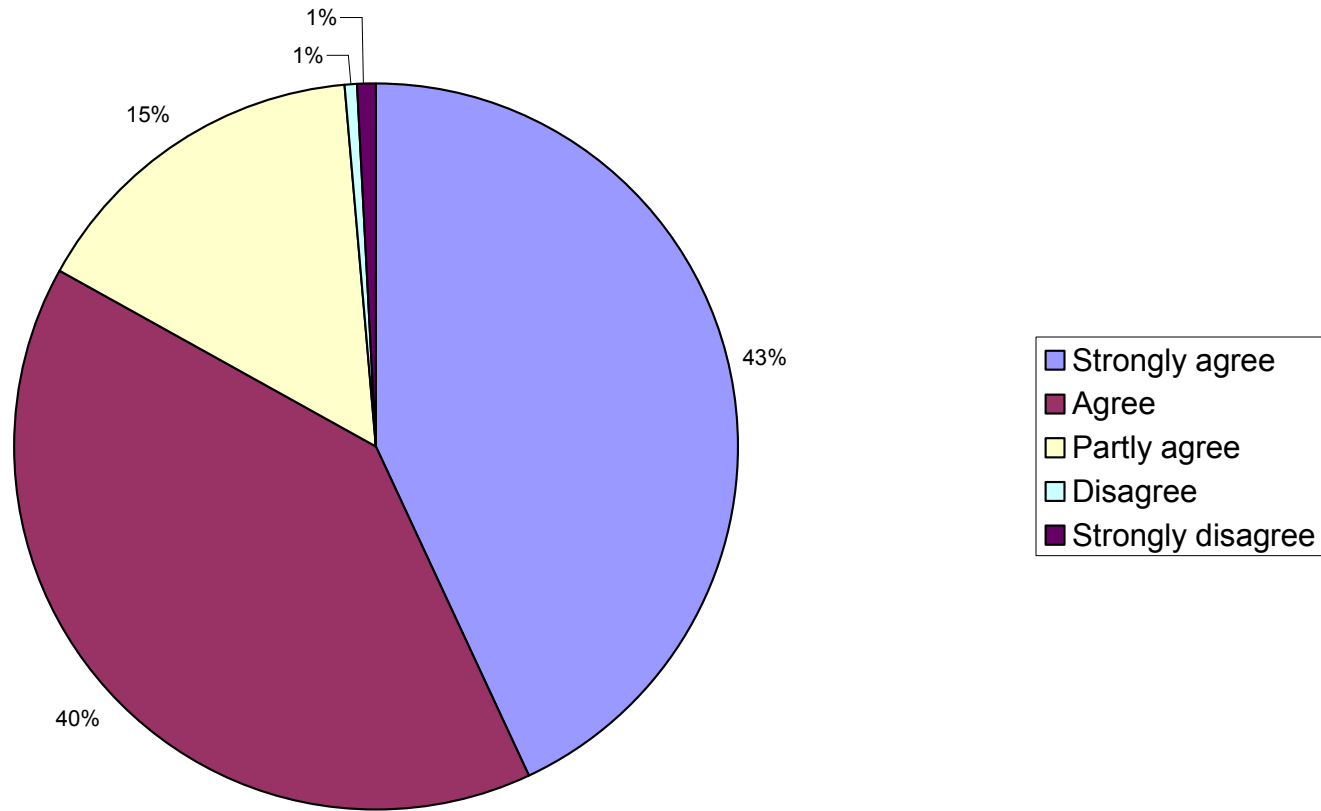
OTHER:
Most frequent comments 'word of mouth' or 'Medical Centre Display'

Total Responses for this Question: 227



HEALTH AND WELLBEING PARK PROPOSALS

If yes, to what extent do you agree with the proposals? *(tick one only)*

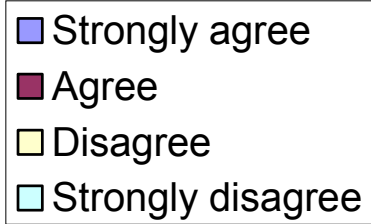


Total Responses for this Question: 142

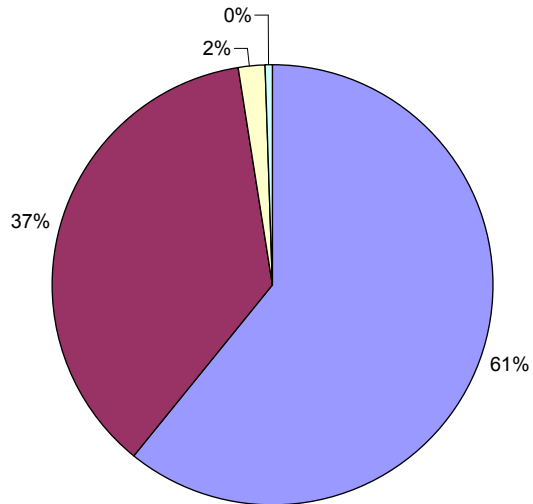


HEALTH AND WELLBEING PARK PROPOSALS

To what extent do you agree with the following statements?

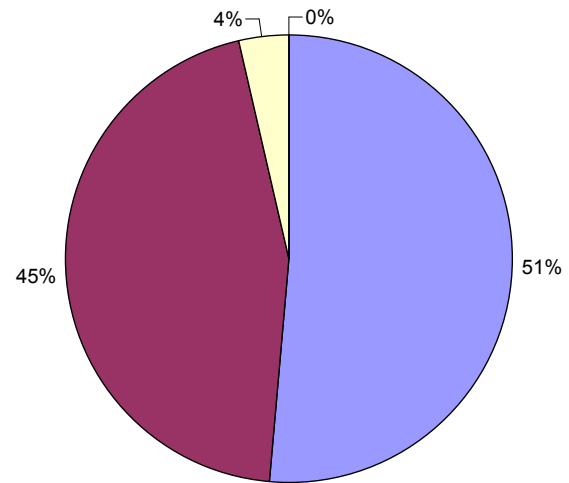


a) *NHS Warwickshire should prioritise projects which enable more services to be delivered locally, reducing the need for hospital visits*



Total Responses for this Question: 201

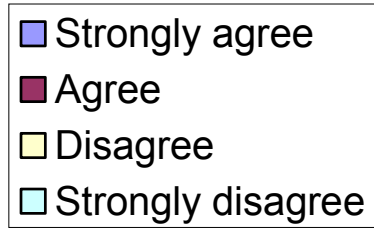
b) *Health and social care should be integrated so that each patient can have all their needs assessed at one time*



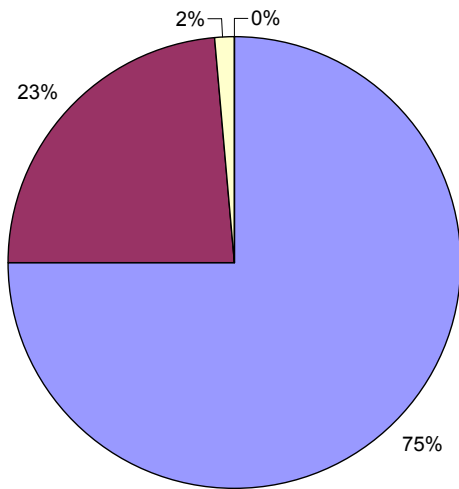
Total Responses for this Question: 197



HEALTH AND WELLBEING PARK PROPOSALS

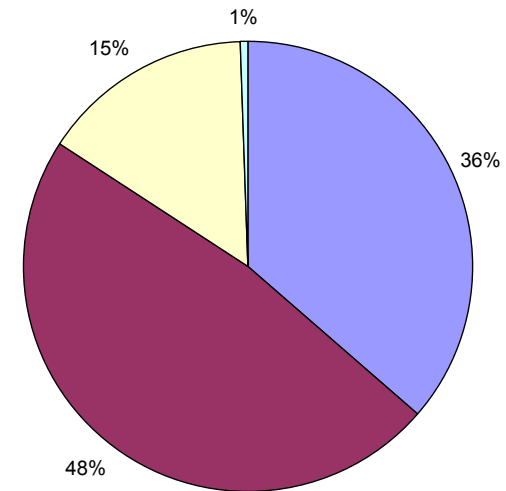


c) *To maintain and improve health services, we must retain the services provided by the Ellen Badger*



Total Responses for this Question: 197

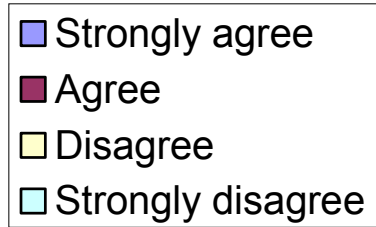
d) *The Medical Centre has outgrown its existing building, limiting its ability to provide services*



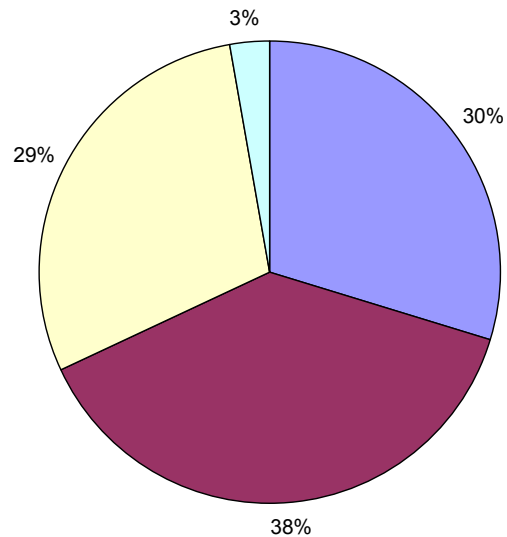
Total Responses for this Question: 184



HEALTH AND WELLBEING PARK PROPOSALS

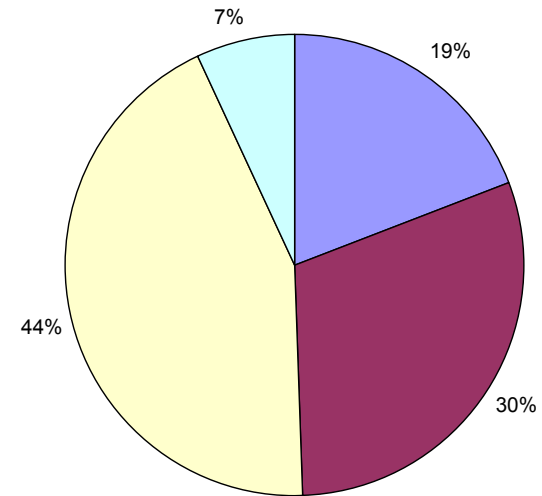


e) *I am worried that I may not be able to afford the care I may need in the future*



Total Responses for this Question: 185

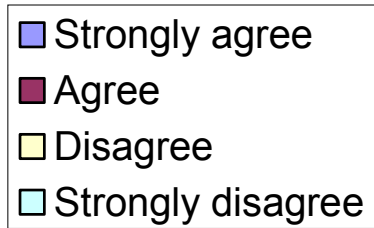
f) *I am worried that the care I may need in the future will mean I will have to move away from friends and family*



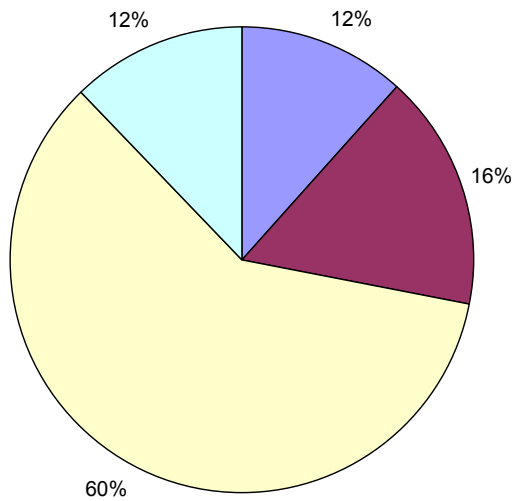
Total Responses for this Question: 172



HEALTH AND WELLBEING PARK PROPOSALS

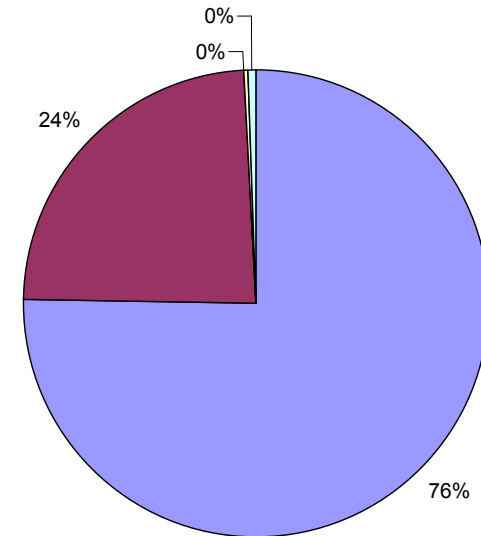


g) *I find it difficult to get to hospital for outpatient appointments*



Total Responses for this Question: 182

h) *I value the health care services currently provided in the Shipston area*

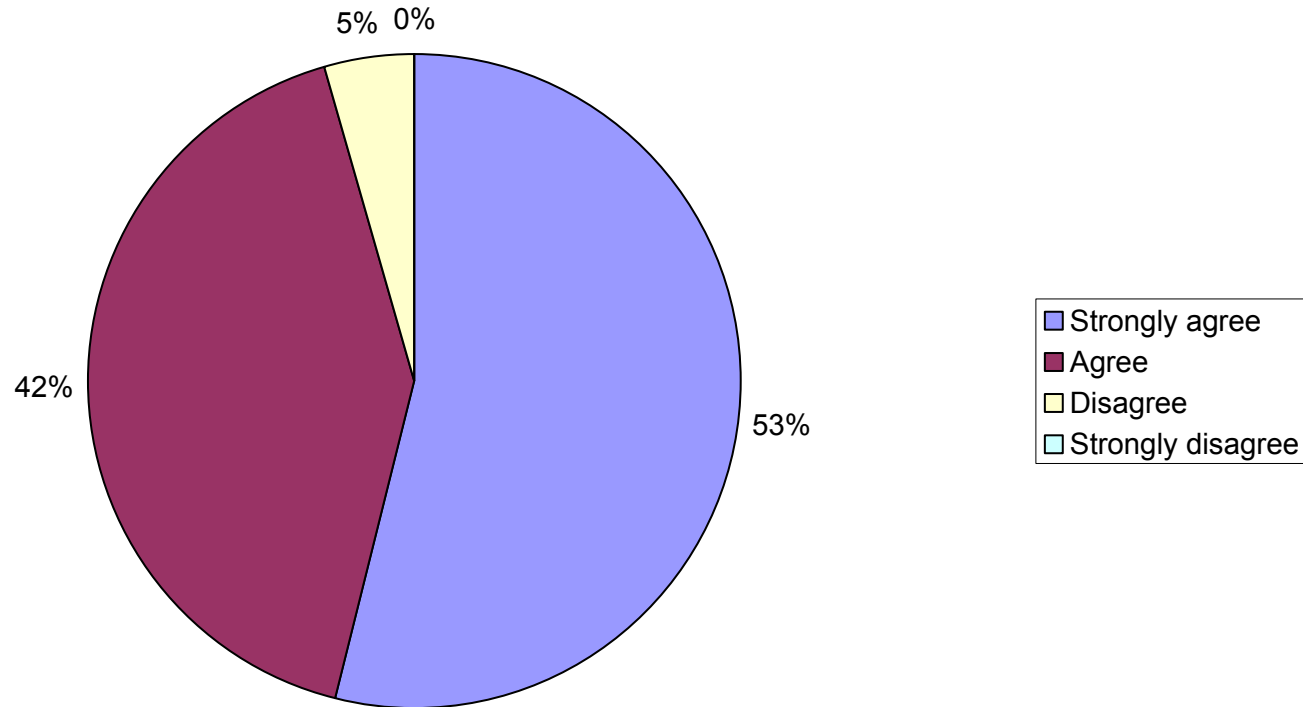


Total Responses for this Question: 206



HEALTH AND WELLBEING PARK PROPOSALS

i) *I value the social care services currently provided in the Shipston area*

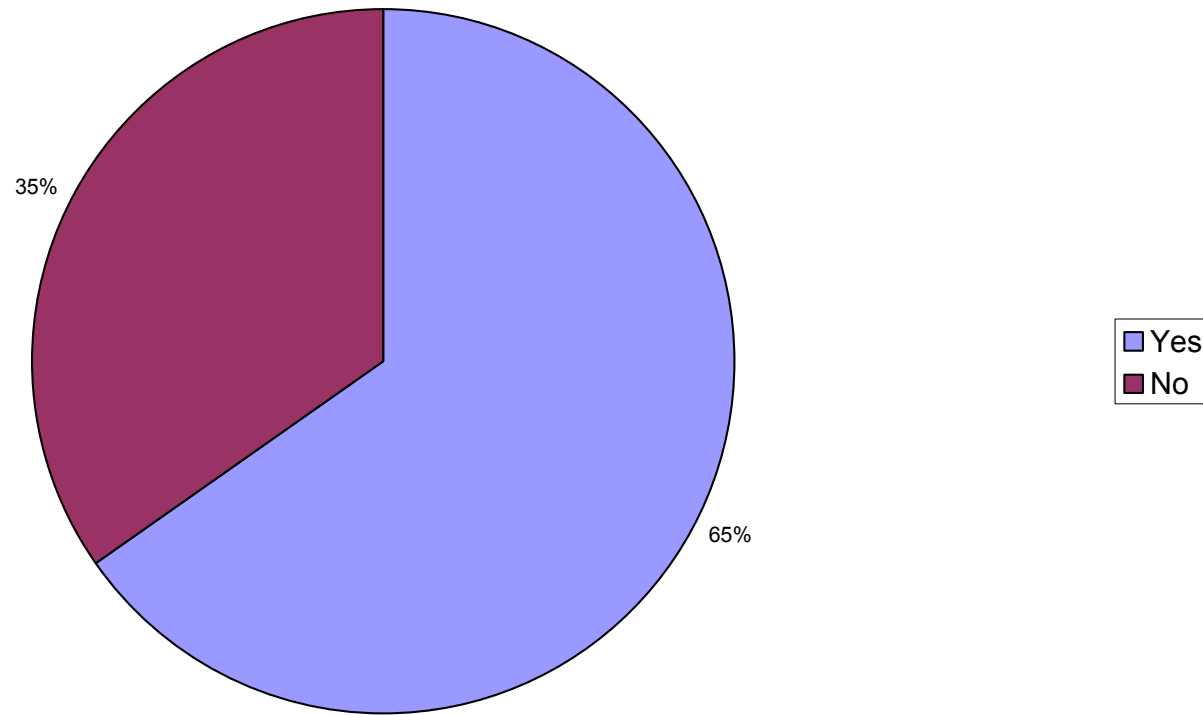


Total Responses for this Question: 154



HEALTH AND WELLBEING PARK PROPOSALS

Would you like to know more about the Health and Wellbeing Park proposals? *(tick one only)*

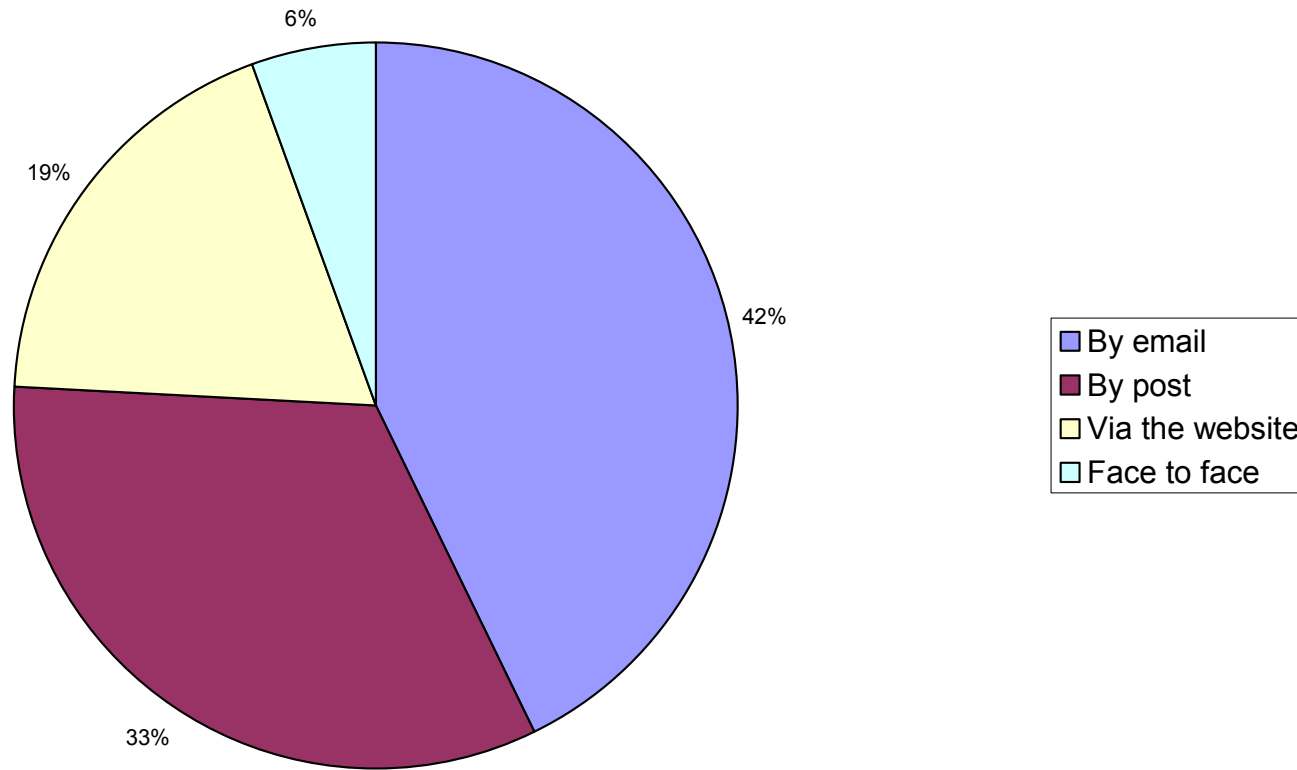


Total Responses for this Question: 187



HEALTH AND WELLBEING PARK PROPOSALS

If yes, how would you like to find out more? (please tick all that apply)

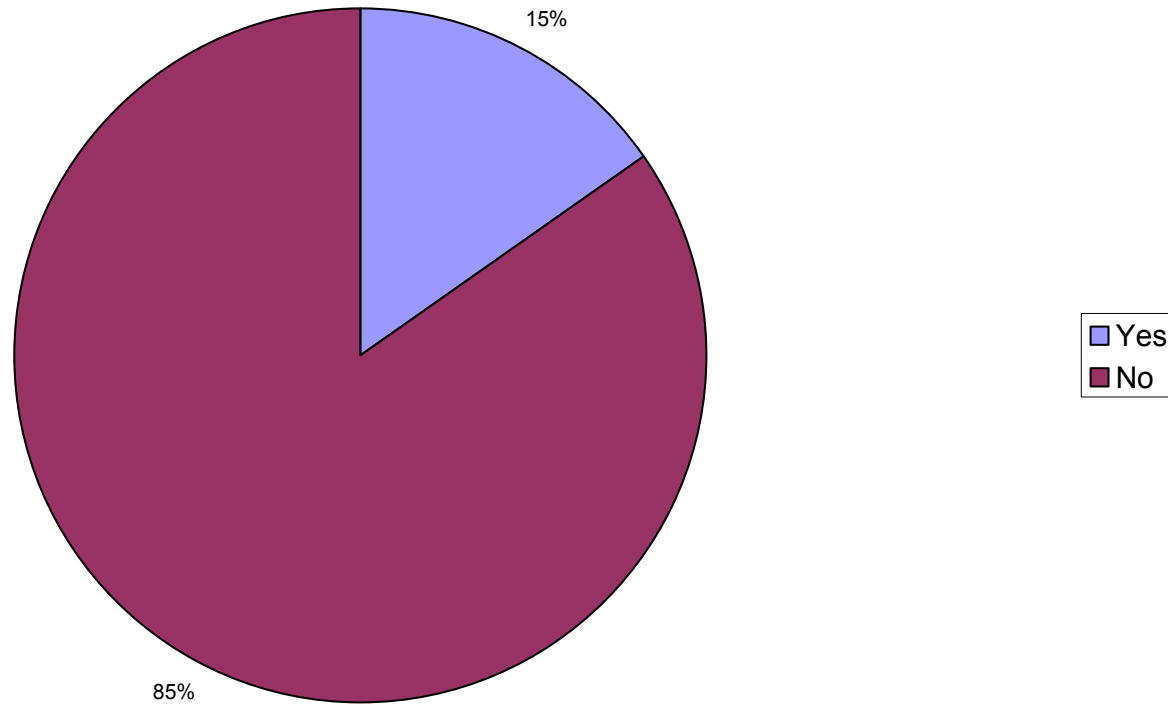


Total Responses for this Question: 145



HEALTH AND WELLBEING PARK PROPOSALS

Would you like to get involved in generating public support for the proposals?



Total Responses for this Question: 157

**OTHER COMMENTS****Is there anything particularly good about the practice?**

- That I am able to book repeat appointments up to 3 months in advance to provide continuity of care with the same GP. This is invaluable.
- It is accessible and all members of staff extremely pleasant.
- I can always get an appointment when I need one, even if it is not with my regular doctor.
- The doctors are excellent and give patients time, which is the best treatment!
- Access to services such as x-ray at Ellen Badger
- I always receive excellent 1 - 2 - 1 care delivered in a friendly and informative manner.
- I don't use it enough to know
- All staff are very polite and helpful. The doctors listen to your concerns you don't feel as though you are being rushed at the appointment. Excellent practice
- Friendly front-of-house staff; doctors who at least communicate the impression of your stuff, and a real readiness to refer patients to specialists.
- It is a convenient distance from me (so long as I can drive). I have found my doctor to be sympathetic and helpful with my problems. I can order and collect my prescriptions from there.
- I think the practice is very well run, by a good staff , from reception to doctors, and you would be hard pressed to find a more friendly surgery 10 out of 10
- The staff, across all areas are excellent.
- Provides first class service with a community spirit
- Friendly & expert advice
- Size and flexibility of having so many facilities either at the site or the Ellen Badger. Bobby the cat, with the odd exception of any allergies, is a great addition to the rest of the medical team and apparently well liked by most of the patients.
- Very professional and helpful.
- Everything is very satisfactory from reception, appointments, Doctors and Nurses
- Local, accessible, I have always been a patient of this practice and a personal friend of a past senior partner. The stability of the practice and existence of long standing friendly staff is fantastic
- Generally ok
- The doctors and staff are fantastic
- It's all fine
- Compared to where I previously lived, where appointments were 5 mins long and took up to 14 days to get a convenient appointment, Shipston's Medical Centre is one of the finest I've had the fortune to use.
- Very friendly and helpful reception staff, and GPs who seem to genuinely care about the best treatment and quality of life of patients rather than just handing out antibiotics and moving on.
- It is well managed, I think.
- All the doctors and staff are really caring and nice apart from one particular lady in the pharmacy (*comment edited by practice*)

**OTHER COMMENTS****Is there anything particularly good about the practice? (continued)**

- The code of excellence runs through the whole medical practice
- Dr Sue Pritchard. Your ever cheerful and efficient receptionists
- The staff, at all levels, are friendly, efficient and helpful.
- Getting an appointment
- Very Professional, helpful and caring staff. Services e.g. Pharmacy easily and quickly accessed.
- In an emergency you can get to see a doctor on the day you need to.
- The standard of ALL the staff. The reception staff in particular have the patience of saints.
- So helpful, kind and efficient
- Excellent reception team - never have to wait for the phone to be answered. Always helpful and kind
- I personally feel we do get a lot of support from our GPs.
- The friendly staff
- The friendly, helpful and supportive service delivered by everyone. The duty system, sometimes a telephone conversation with a GP will suffice, negating the need for an appointment. The dedicated prescription extension no.
- We can nearly always see a doctor straight away. If not our own doctor another is usually available
- Shipston Medical Centre operates an extremely efficient practice- what sets them apart is the personal touches- an impromptu home visit by our family GP following a bereavement, consistency of care so that

you don't have to go back over background to the condition every time you have an appointment, and the understanding of the reception staff when I have needed urgent appointments for my daughter. Because of my daughter's health issues there have been times when we may have reacted in an over cautious way, but neither the reception staff or any of the doctors have ever made me feel that way and have always underlined that they would much prefer us to come and get things checked even if it is nothing, which has helped to make what has at times been a very stressful experience, much more manageable. I can't praise them enough.

- I find the practice good
- Ease of getting a same day appointment for small problems and routine matters.
- Location and the cheerfulness of the staff!
- Easy to get appointment when needed
- It's doctors seem dedicated. Efficient helpful receptionists, good service generally
- We feel very grateful for the care and consideration shown to us
- Friendly staff
- It is excellent. Staff always friendly and helpful.
- Friendly staff
- Staff pleasant and approachable. Atmosphere calm.
- Quality of care outstanding
- Friendly and efficient
- Availability of appts. Good.

**OTHER COMMENTS****Is there anything particularly good about the practice? (continued)**

- Prof. staff always willing to help.
- All good
- I rarely come to the practice
- Well run, efficient and friendly
- A good run service
- Doctors and nurses helpful
- Welcoming polite staff, free delivery, and never feel pushed by staff, regardless of how busy they are
- All staff are excellent, without a doubt the best facility in Shipston
- Brilliant staff, especially Dr Pritchard and the girls on reception
- Friendly, helpful staff from reception through to dispensary
- The facility in Shipston is efficient and helpful from all the medical staff
- Reception and dispensary very helpful and efficient when under pressure.
- The entire staff are particularly good!!
- The staff on the front desk are friendly and helpful, doctor gave a great service
- Excellent service at all times, parking is a problem. The service provided by both the Medical Centre and hospital in Shipston are first class! You do a wonderful job!
- Helpful, very caring and efficient, and could not fault the care given at the JR in Oxford by doctors and nurses.
- 1st class service!
- Well managed, caring and cooperative staff.
- It's good that there is home delivery of medication. Lovely and helpful receptionists
- All is very good, reception and dispensary all first class.
- Very satisfied with all the assistance and what's provided by the practice
- Its clean, tidy and friendly. Professionally ran.
- Everything is good about the practice.
- Helpful reception and dispensary. Good support from doctors.
- Rarely have to wait long to speak to receptionist. Doctor call back service runs well.
- Caring and helpful.
- Practice is just fine. Keep up the good service
- Friendly staff
- Pleasant people at reception, professional doctors, nurses, efficient work
- Friendly and helpful staff
- Friendly and efficient
- It appears to be a friendly and efficiently run practice. I have only just moved into the area- so these are my first impressions (most important)
- Quick attention and good staff.
- Everything is good
- I have always been able to get an appointment that day
- Friendly, good vibes.
- I believe it provides a 1st class service and we are extremely fortunate to have the Ellen Badger facilities too.

**OTHER COMMENTS****Is there anything particularly good about the practice? (continued)**

- Its good that you can always get to see a doctor normally the same day.
- Efficient and courteous staff on the phone.
- Approachable staff
- I can always see a Dr on the day I need to which is great as I work away. The commuter clinic is useful, staff are professional and respectful.
- I have an excellent doctor who continues to attend to all of my needs in a very professional manner
- Excellent Drs, nurses, staff in pharmacy and reception.
- The staff across all areas are excellent
- Always helpful, I have a feeling of confidence in the practice
- Providing out of hours emergency cover, and all GPs are really helpful
- Good about the practice- the women on the desk.
- Everything in all and an excellent practice
- Kindness of staff in an emergency is good
- Ease in getting appointments, friendly reception staff always willing to help
- Treated with respect, atmosphere is professional of the practice. Would prefer to have our own GP for out of hours service
- Friendly atmosphere
- Everybody is so helpful
- All of it

Is there anything that could be improved?

- I've been taking medicine for 11 weeks and don't feel I'm getting the help I need
- Living on the edge of Warwickshire between Stratford and Banbury I feel its "no mans land" some hospital refer have been to Oxford, others to Warwick. I am unsure what the attitude of the practice is.
- Car parking can be improved
- The food at the JR was appalling!!
- Waiting room needs to be improved, when there are children making noise.
- I feel the centre is at full capacity. Car parking is an issue but can't see how to cope with it.
- Not sure what to improve. All good
- Parking facilities could be improved.
- Parking could be improved
- Pharmacy could be improved and the message is too long on the phone
- Parking could be improved
- Improve the length of time to wait for an appointment to see someone at the hospital
- Time with GP appointments could be improved.
- Less waiting time when doctor overruns previous appoint.

**OTHER COMMENTS****Is there anything that could be improved? (continued)**

- Building copes with present use but little capacity for increase.
- Improve emergency after hours facilities
- More info about the drugs you're given. What to expect from medication - how it works
- Attitude of the dispensary staff could be improved
- Waiting room improved "refurb"
- Better choice and variety of magazines could be improved. No complaints!
- More information given about NHS walk in centres to use when the practise is closed. I only found out that there was one in Moreton in Marsh when I needed urgent medical attention in July 2011 and was told to go there by NHS direct. Out of hours services and what to do and where to go should be more widely publicised
- The new proposals look very exciting and would suggest better integrated services which is needed.
- The waiting room's not the most congenial environment. *(Comment edited by the practice)*
- Only parking but that is out of your hands
- Patient car parking
- Parking at busy times,
- Repeat prescriptions - phoning through is very difficult for someone of my age. Then when my daughter takes in for repeat meds - most of the time although writing all over the prescription PLEASE DELIVER you don't and my daughter has to collect.
- Improved ventilation and seating in reception
- Parking!! Often have a long wait at the pharmacy - could do with another member of staff at least.
- Parking but that will be addressed if and when a move takes place.
- I appreciate that E mail is difficult for practices, but there should be some way to facilitate communication with doctors.
- Air Con in waiting room.
- Better parking facilities
- Car parking
- Like many people, I sometimes have minor complaints that it seems silly to trouble a Doctor with but may have a long-standing impact upon my health if left untreated. If there was a low-priority system, for example -- if we could complete a diagnosis over email (we provide our history as text and explain why we feel it's an issue) and a Doctor could assess the matter without taking a valuable appointment time up.
- The only difficulty I have is the presence of the unwanted cat in the waiting room as I am allergic to cats and it seems to sense this when I walk in and come straight over!
- I have no complaints
- Separate area for pharmacy so queues aren't mixed up!
- A particular member of pharmacy staff *(comment edited by the practice)*

**OTHER COMMENTS****Is there anything that could be improved? (continued)**

- Waiting time on some occasions
- Cannot think of a single thing
- Some (not all) of the team can make you feel like you are a nuisance, they can be slightly superior and forbidding
- Personally would like a longer appointment and the option to book a double one to discuss more than one problem. I live several miles away and cannot just pop in. Parking is also a big problem at certain times.
- Parking facilities for the disabled which always seem to have been pinched by the able-bodied.
- Print out leaflets of doctors, and their days of duties. Fresh smelling toilets. More comfortable seating in the waiting room.
- Online appointment booking? Better kids toys?
- I am sure there is but I cannot think of anything
- More quickly informed with test results
- I have not used the service for the last 2 years but the midwife service could be improved in terms of organisation and availability. I found it very difficult to get midwife appointments scheduled in around work and the school day of my elder children, and the communication from the midwives and between each other was very haphazard.
- If a patient wishes a longer appointment (multi illnesses etc) that the ten minute time limit be relaxed
- This survey mentioned a website but I didn't even know you had one. Better promotion of this.
- I have not experienced the need for improvements - I don't use the surgery very often
- The dispensary is poor - no quality control, slow and public sector contempt for its customers
- Improve car parking

Any other comments?

- Overall an excellent practise as it is.
- Friendly & supportive staff
- Superb surgery. Thank you for all you do.
- Just a thank you for the wonderful service you offer. I have family who live in areas where they are totally unable to book advance appointments and always have to phone up on the day using a costly telephone number
- The practice compares very favourably with other practices I have used in the past. Doctors here seem very patient-focused and approachable, and it is much easier to get appointments than in some other practices.
- We value the service offered at the Medical Centre.
- None
- Nice cat!

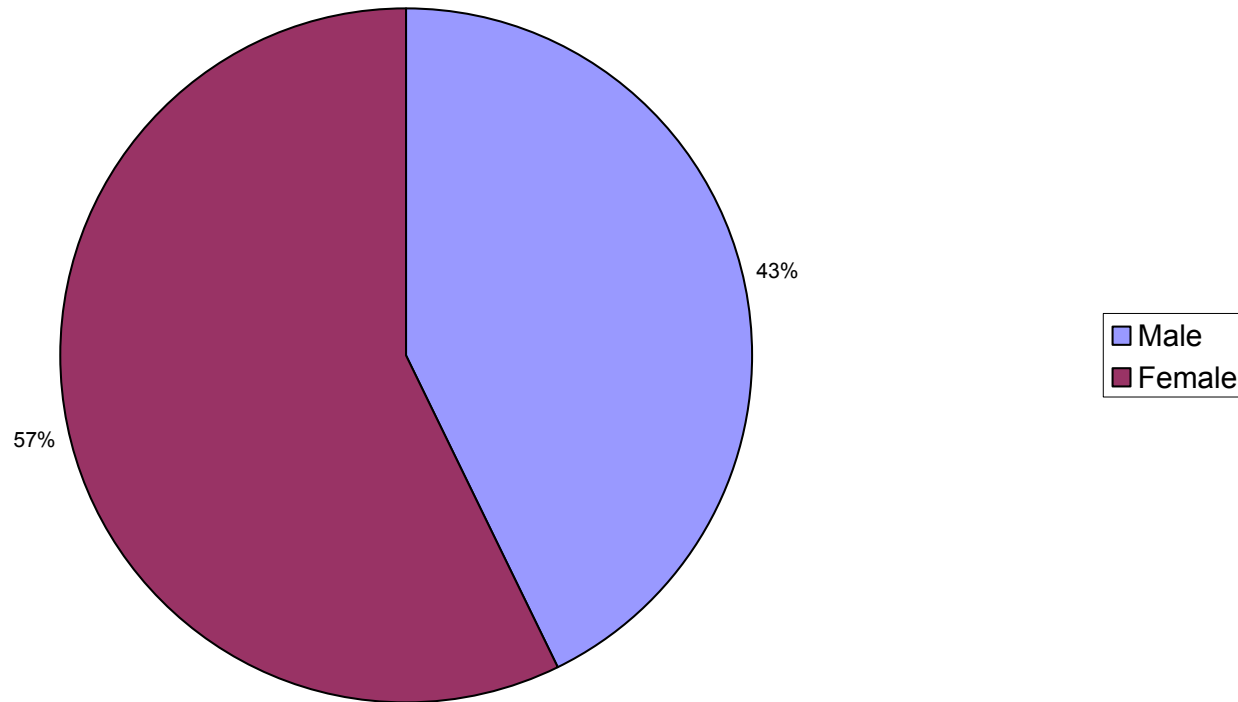
**OTHER COMMENTS****Any other comments? (continued)**

- At a time when the government is determined to kill off the NHS and all public social provision, we're very lucky to have the health facilities in Shipston that we do.
- None
- No
- I have never felt I was wasting their time which I have done at a previous surgery. Even when running late I have not felt rushed.
- Real concern about the new development and any connection it may have to the proposed new supermarket. That would be disastrous for the community and for the practice.
- Car Parking but you lack room!
- None
- In a more general point, I'd like to see a more end-to-end and preventative service being forged, rather than just 'getting better' without proper resolution and a chance to sign up for yearly health checks. Whilst it will require more resources I think that being able to identify problems before they become a serious condition.
- Keep up the excellent work.
- No
- We are lucky to have such an excellent service
- I think we are very lucky to have the Medical Centre and the Ellen Badger. In 32 years I have never had anything but the best treatment and treated very well by all at the centre. Well done to them all.
- Generally very happy with the service and attitude of all I have come into contact with
- I think you do a great job with the facilities you have and the number of patients who require those services. I have never been treated badly and all the staff seem to be happy and not stressed.
- I fully support any action to reduce missed appointments. Some people just don't care!
- A nice coffee/tea/hot chocolate machine. And to have complimentary therapies offered, some people need TLC. And really improve. Good to have a Foot treatment doctor, and Dentist, all under one roof.
- Thank you for providing such wonderful services
- Moving from Surrey to Shipston I was apprehensive about having to change GP practice. I need not have worried the standard of care here is excellent.
- The practice do a fantastic job in servicing our local community in a very personal way. Thank you for all of the support we have received over the past 4 years.
- All my family are very happy with the service provided



ABOUT YOU

Are you male or female?

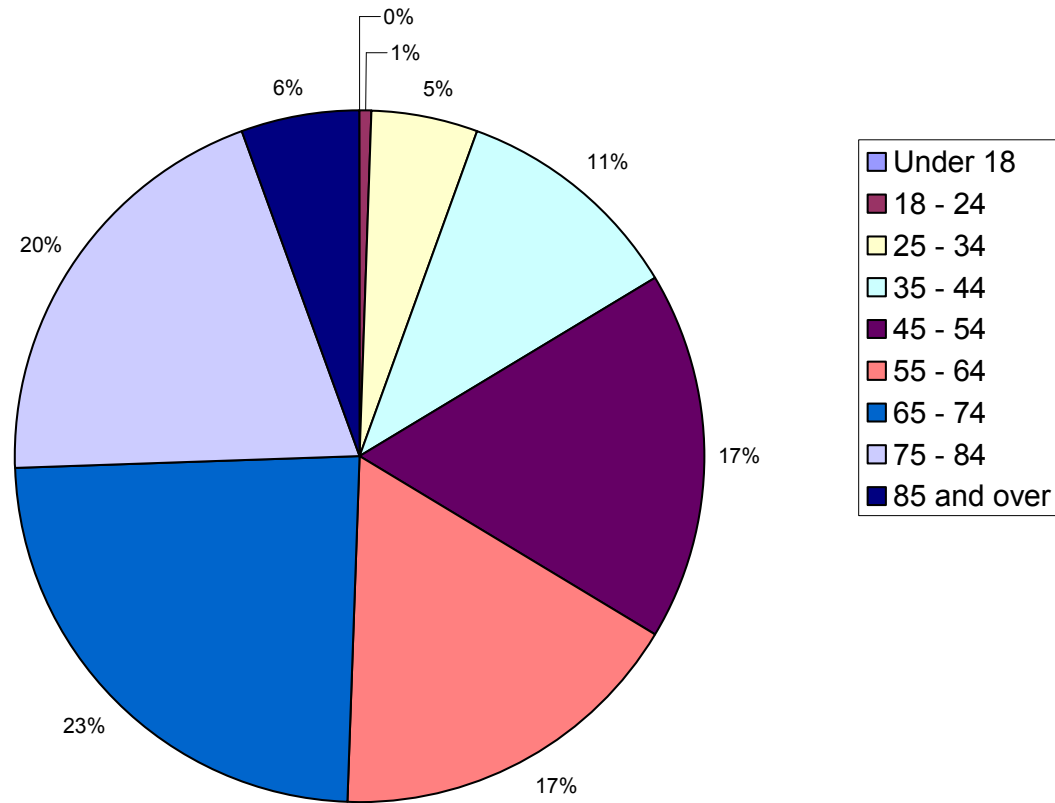


Total Responses for this Question: 201



ABOUT YOU

How old are you?

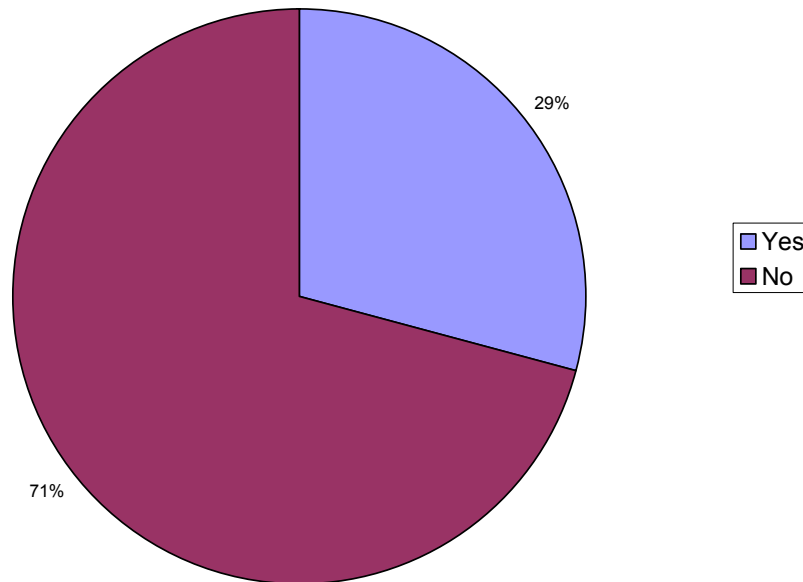


Total Responses for this Question: 200



ABOUT YOU

Would you like to be part of the practice's virtual Patient Reference Group? This group helps the practice by giving feedback and views on service development.



Total Responses for this Question: 201