

BUCKLAND MEDICAL CENTRE

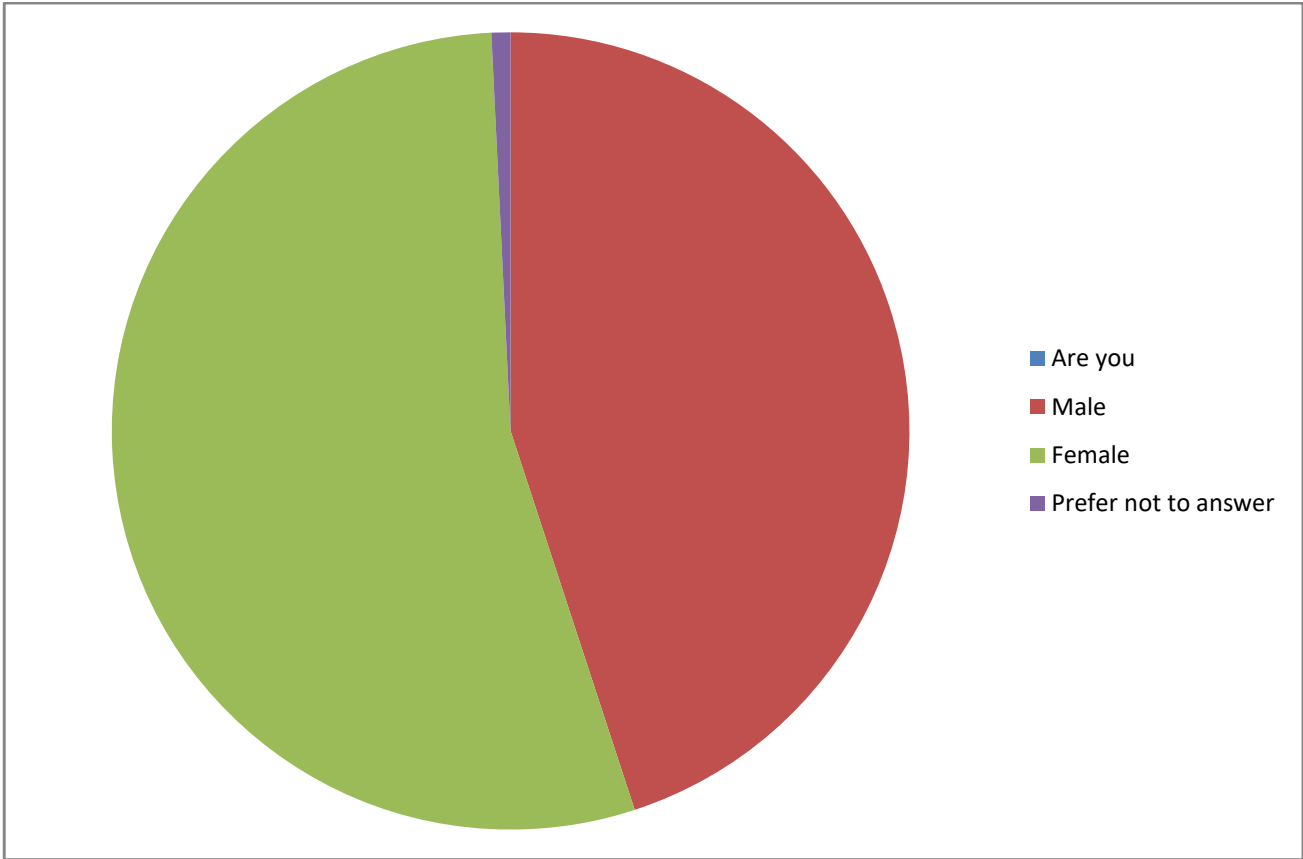
TARA SURGERY

PATIENT SURVEY 2018/2019

RESULTS

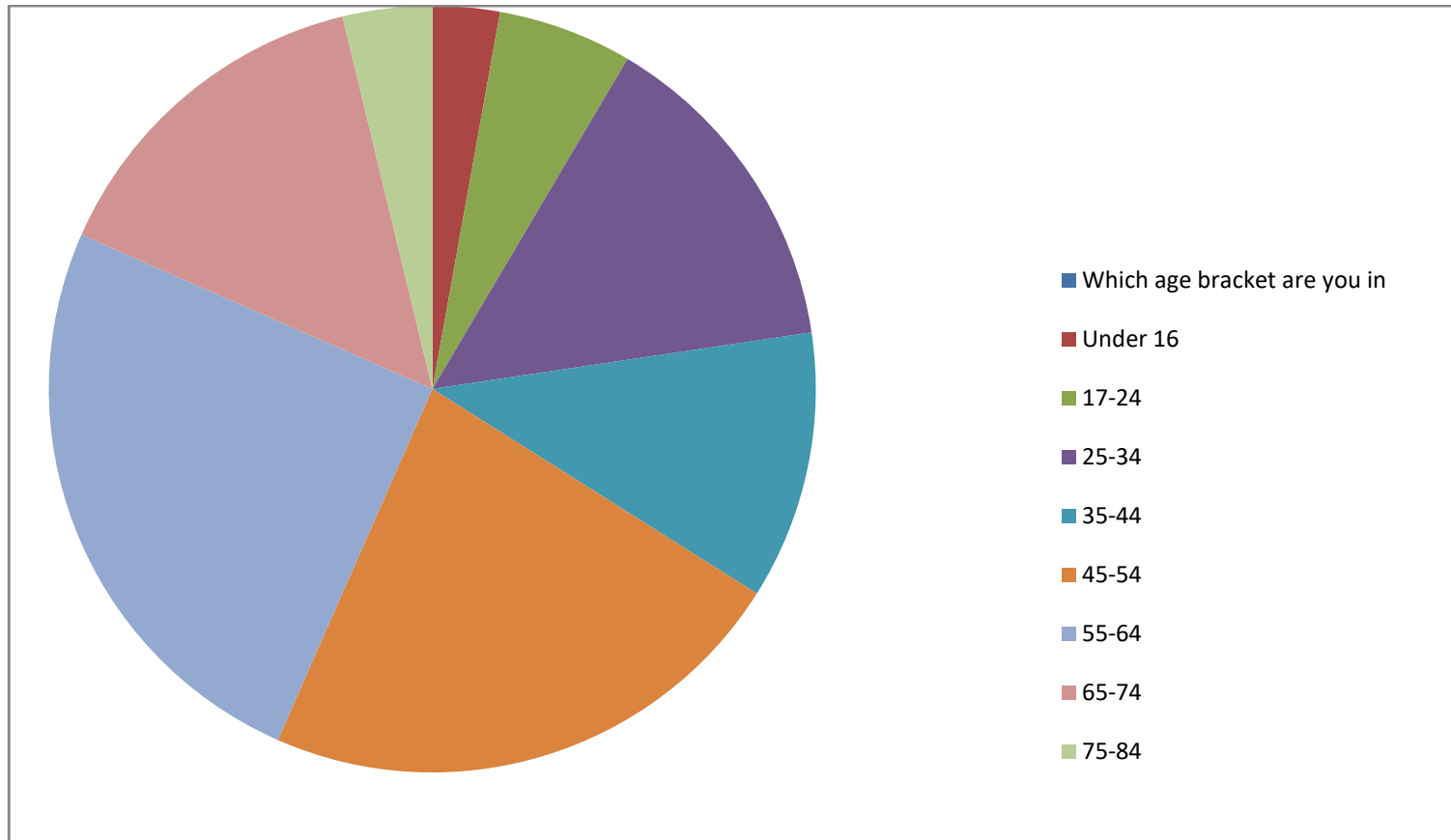
At the beginning of December 2018 the Practice carried out a patient survey over a two week period. This was in collaboration with our Patient Group who took a big part in developing the questionnaire. The PPG will review the answers at the next PPG in February 2019. The Partners and Practice Manager will be reviewing the answers and developing an action plan in accordance with the results in March 2019.

Q.1. Are you a) Male, b) Female, c) Prefer not to say/No response



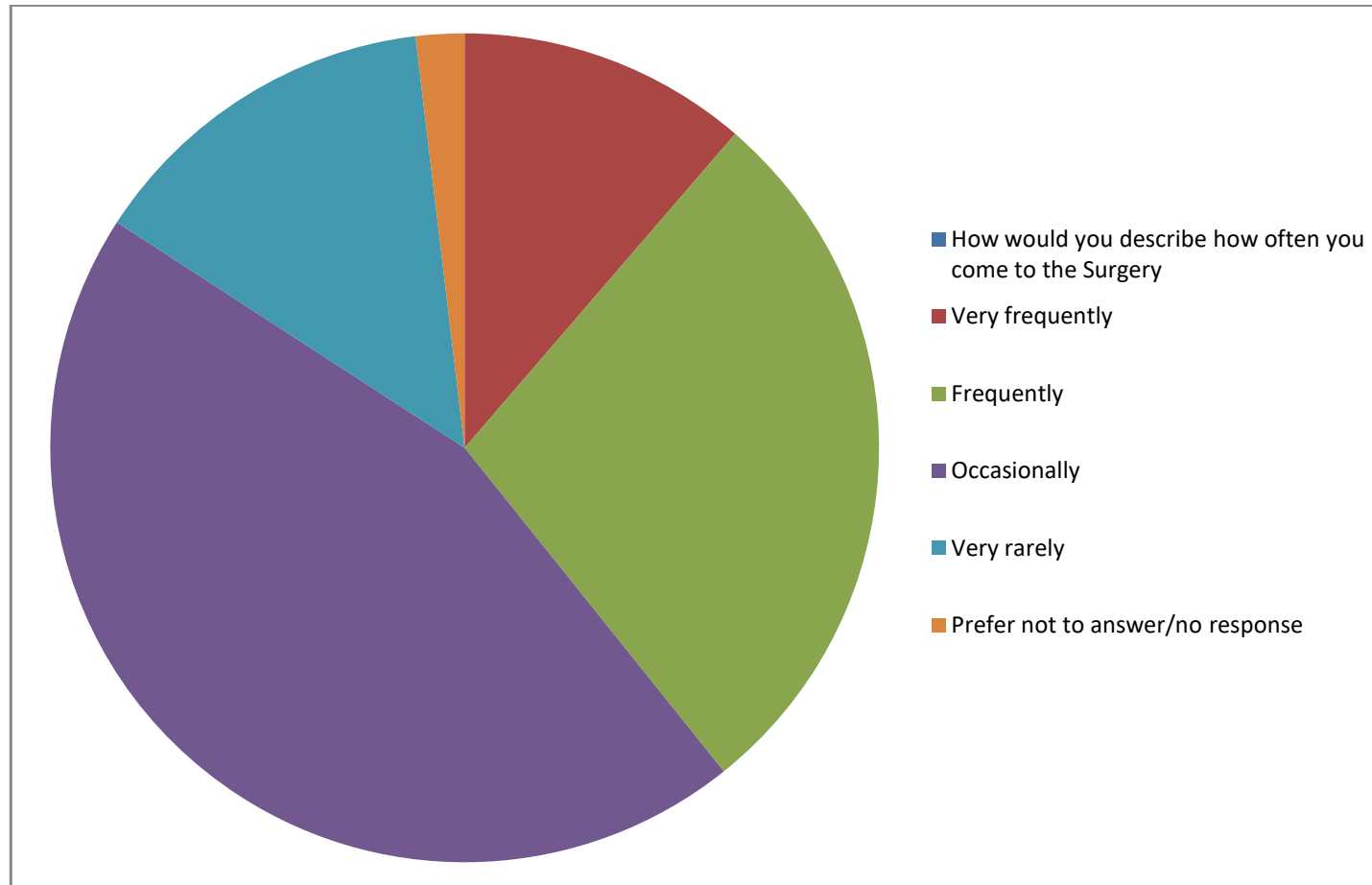
Q.2

Which age bracket are you in:

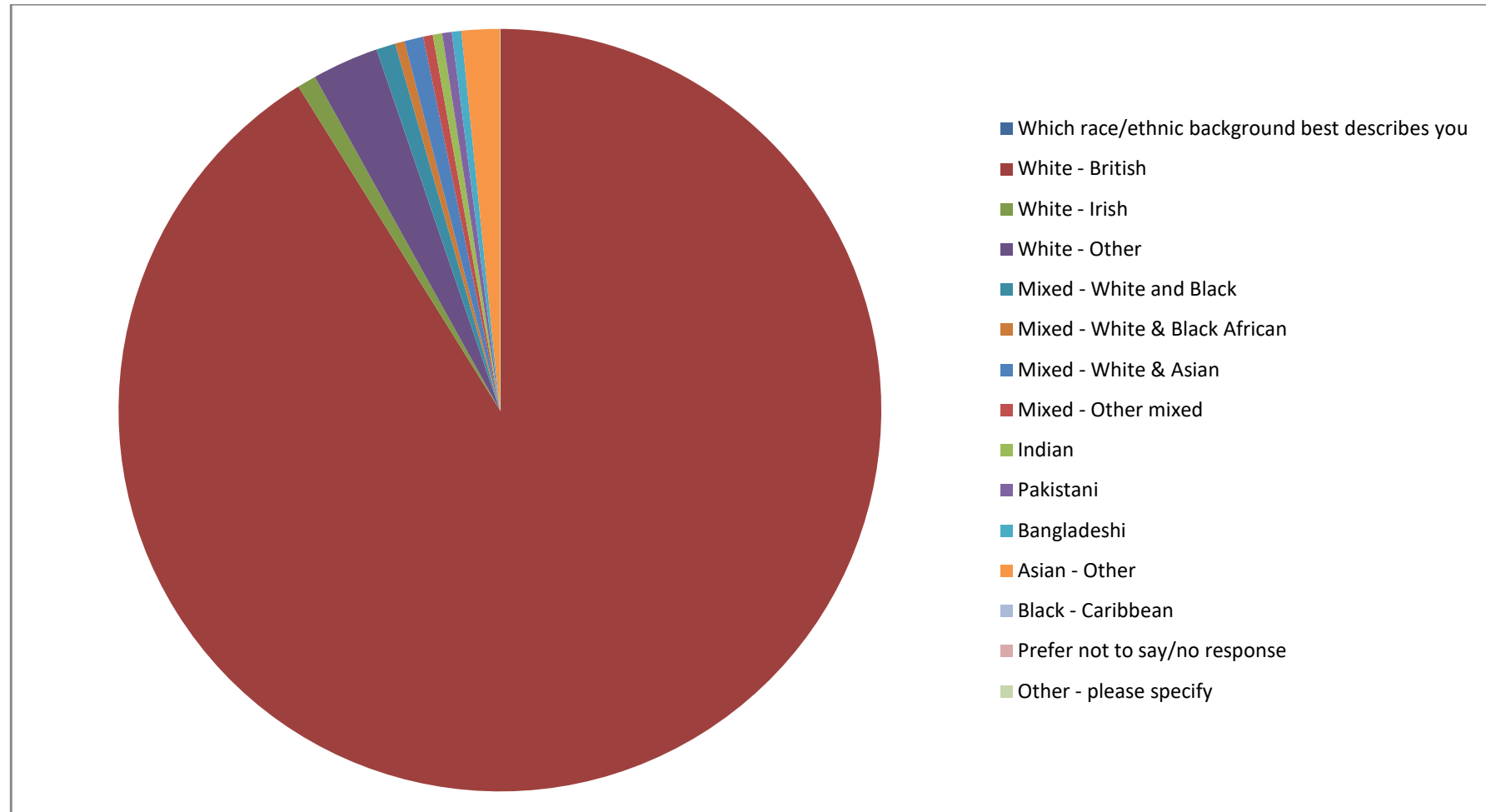


Q.3

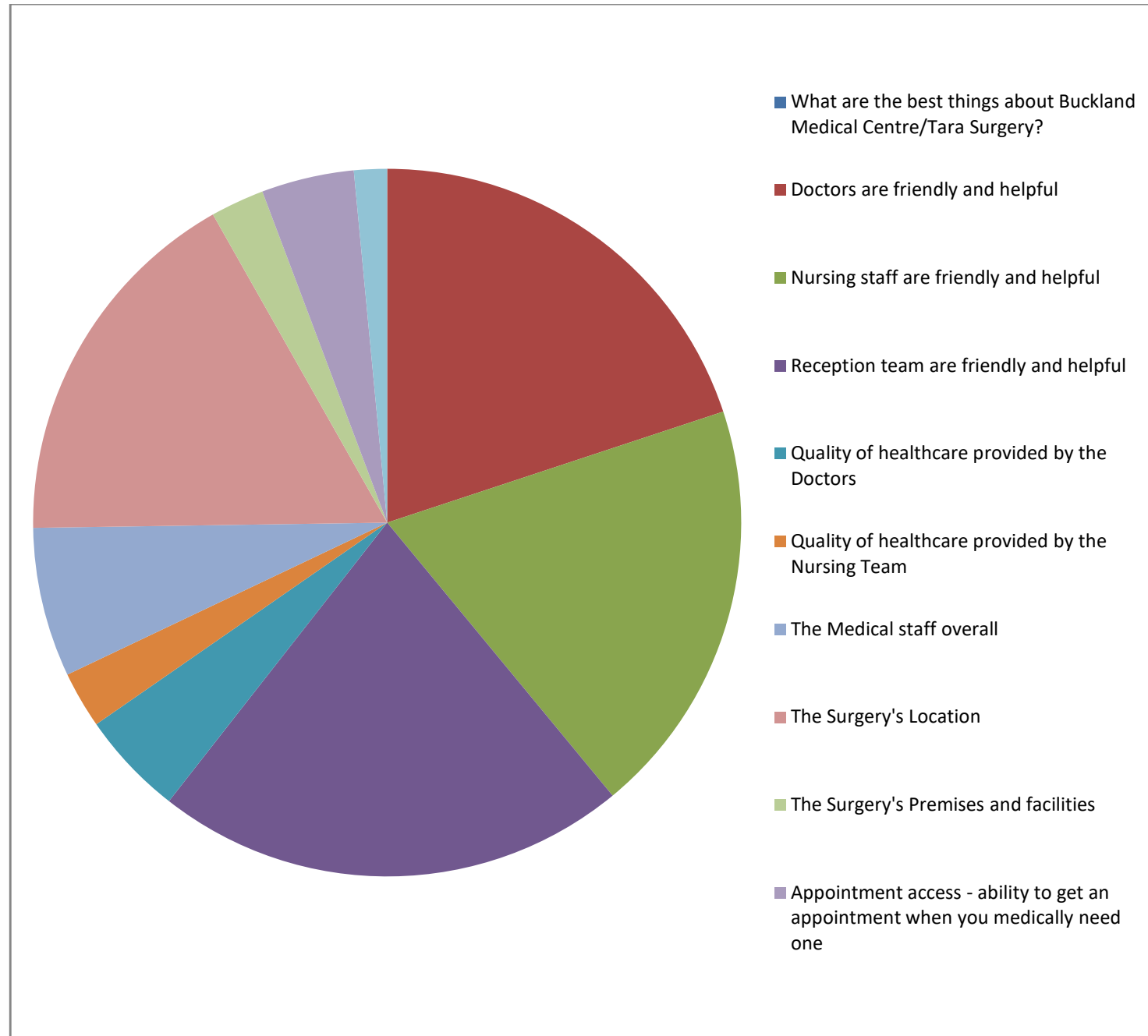
How would you describe how often you come to the Surgery



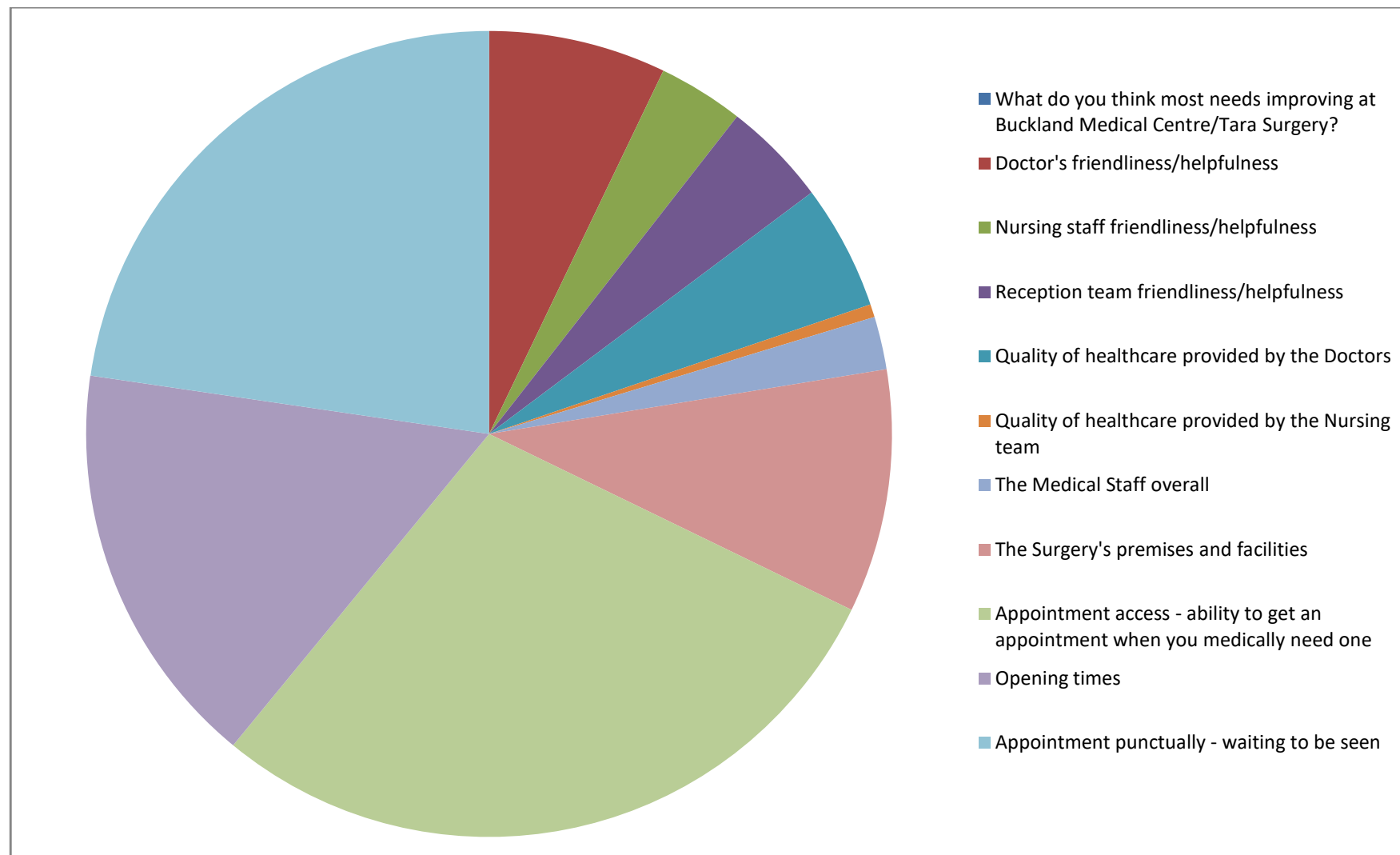
Q.4 Which race/ethnic background best describes you:



Q.5 What are the best things about Buckland Medical Centre/Tara Surgery?

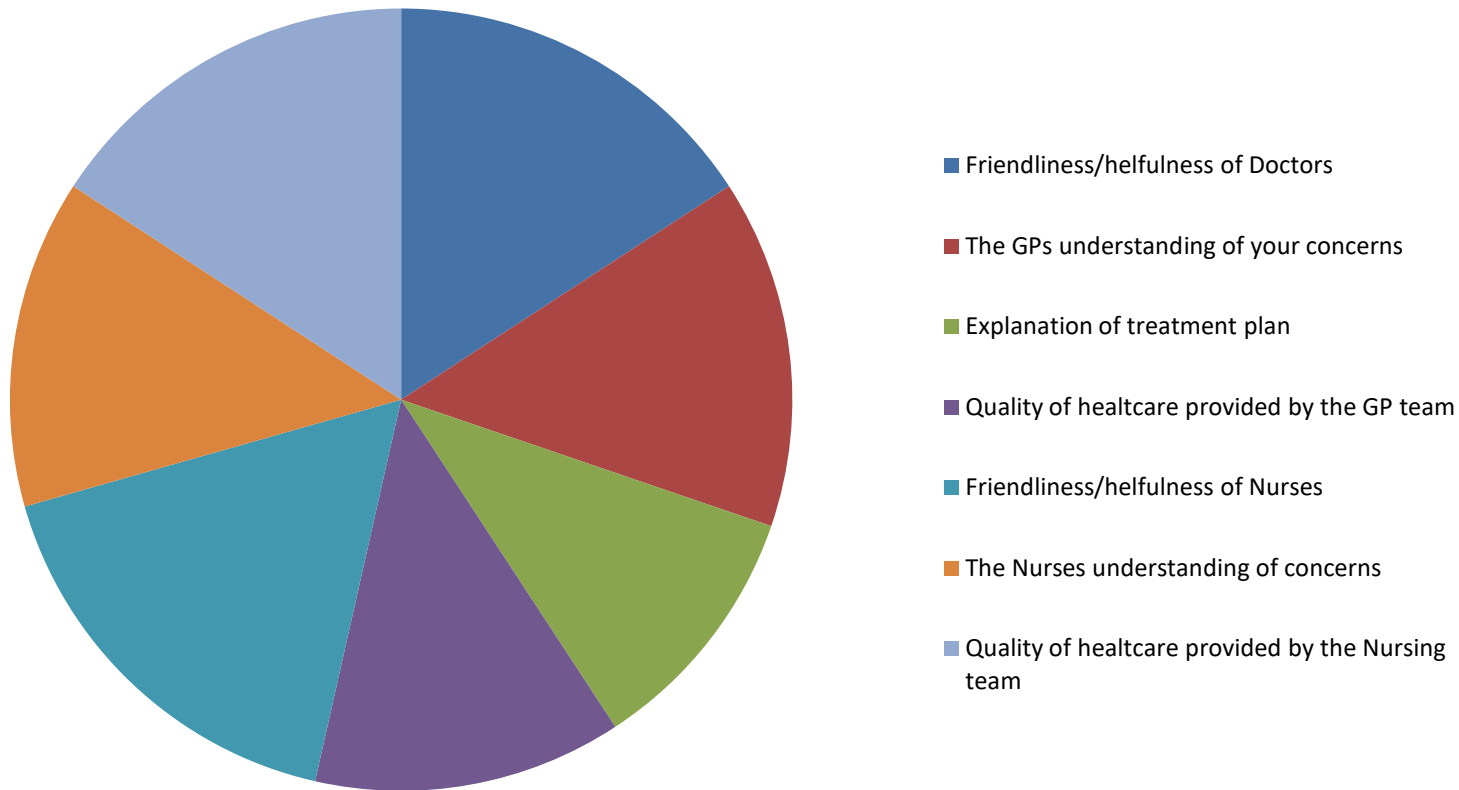


Q.6 What do you think most needs improving at Buckland Medical Centre/Tara Surgery

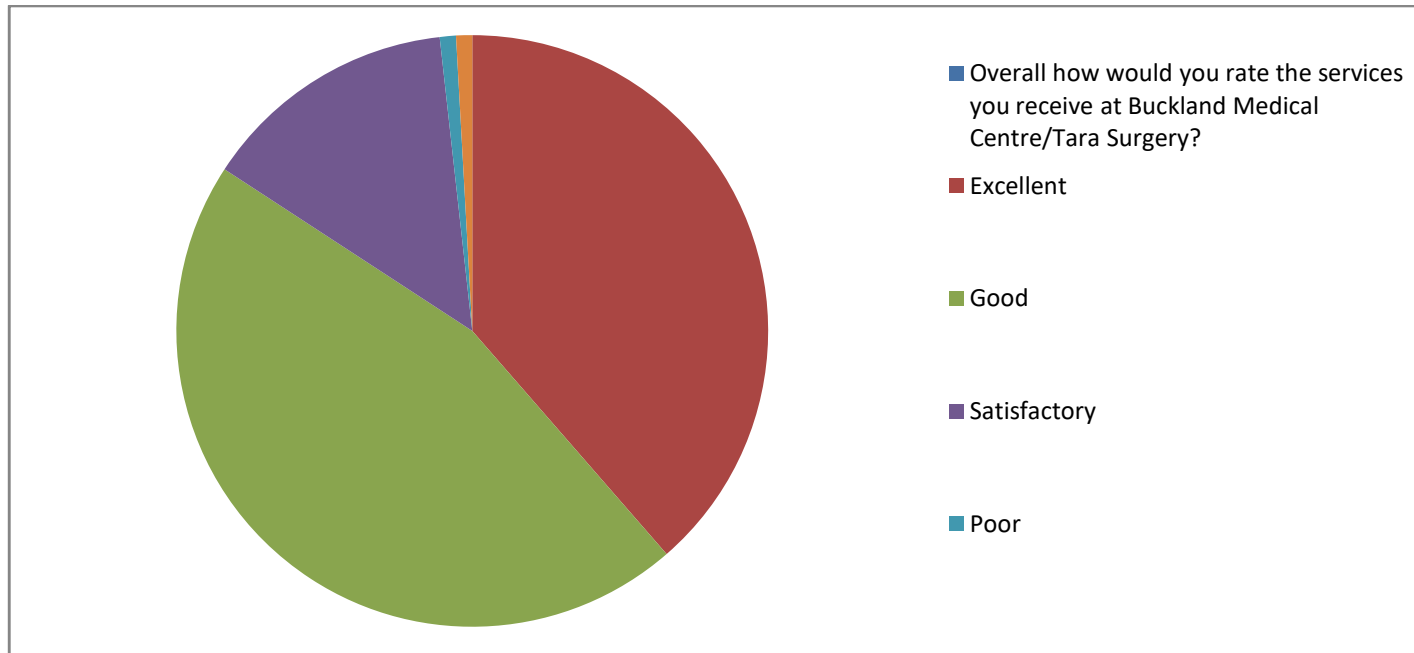


Q.7 Thinking about your own experiences in the last 12 months how would you rate your satisfaction with the aspects of the clinical team's service

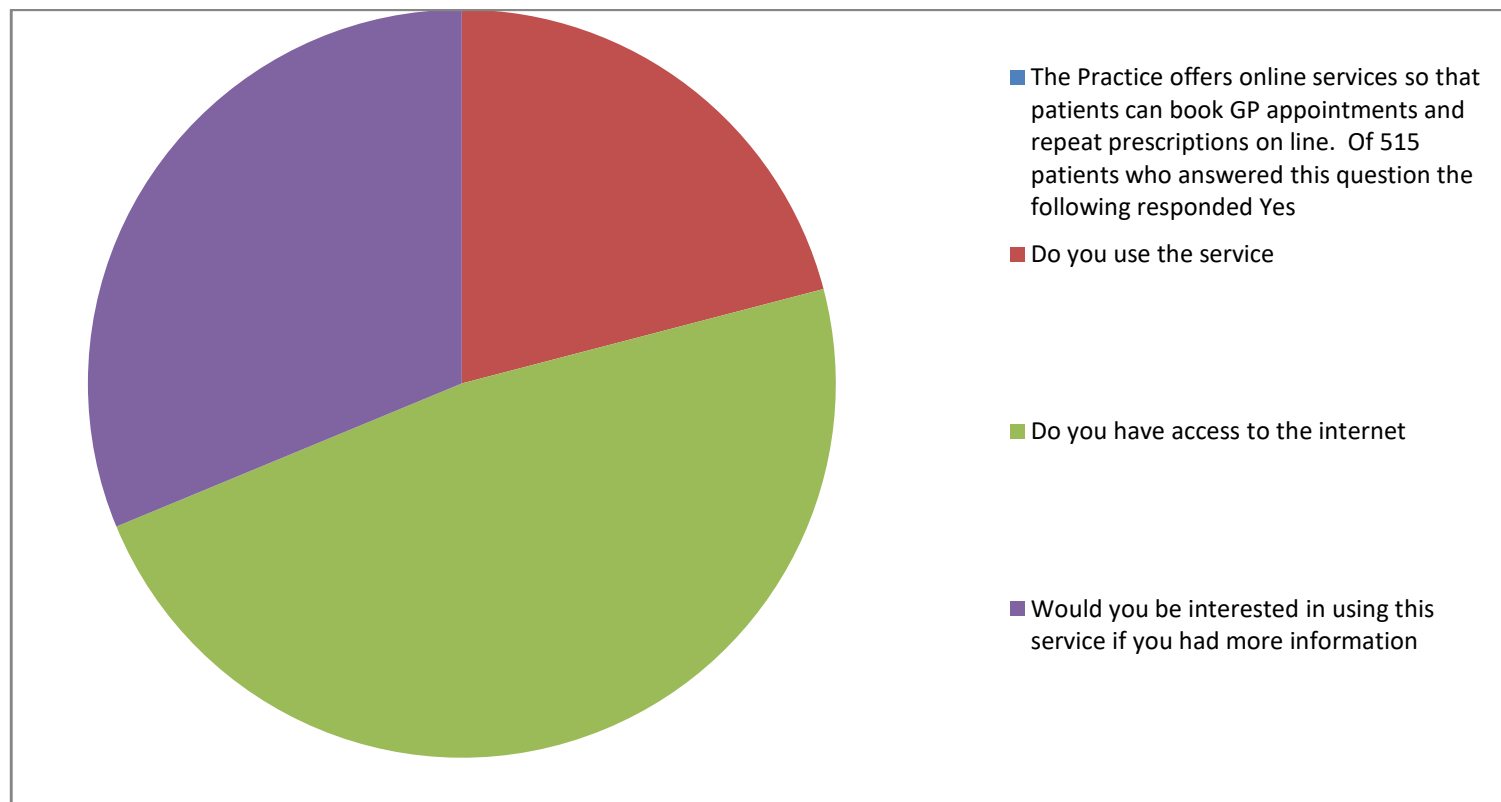
Thinking about your own experiences in the last 12 months how would you rate your satisfaction with the aspects of the clinical team's service. Excellent



Q.8 Overall how would you rate the services you receive at Buckland Medical Centre/Tara Surgery?



Q.9 The Practice offers online services so that patients can book GP appointments and repeat prescriptions on line:



Additional comments made regarding the Practice and Patient Participation Group

- Some doctors are better than others
- I'm interested in the PPG
- Pretty good overall
- I was advised online appointments and prescriptions not available
- I am very happy to be living so near the surgery and receiving good care. Always a cheerful welcome from reception
- I have always in 33 year found all doctors, nurses and reception staff to be very friendly and helpful. I really struggle to find anything to find fault with. Keep it up!
- Happy with the service
- I think 10 minutes is not long enough but they are good. Reception staff always try to help
- Reception always helpful and kind
- Happy with the service I receive
- Availability of appointments, particularly last minute emergency appointments
- Service has been very good
- Very good overall
- I have had appointments with Dr Kaushal and have always found her to be a very good listener and extremely thorough in her approach. Reception staff are also pleasant and helpful
- Getting a doctors or nurse appointment can be difficult and a long wait. The online service is limited and needs improving
- Care with prescriptions
- Been very good. It's like the world today to get appointments takes time you are better than some surgeries.

- There is a lack of privacy for such an intimate service. Sensitivity to patients at the reception desk who may not be able to explain everything at the front desk to non-trained, non-medical staff.
- To try and make appointments on a Tuesday to see Dr Horton Szar. I feel he is amazing asset to your team. He's friendly, knowledgeable and caring. Thank you!
- I found the whole system very organised, helpful and very pleasant staff. Doctors and Nurses ready to help. Informing and reminding of appointments, good system of repeat prescriptions
- Need more phone lines to be able to get through. Need to be able to receive appointments quicker. Surgery times need to be open later as most people work to 18.00.
- Some background music and reading material please.
- In the last 12 months I feel the Centre has improved services somewhat. It is still hard to get an appointment before 2 weeks however, when the appointment does come around the service is satisfactory.
- When using the online booking service I can never get an appointment on the day. When phoning for an appointment will be good to go in a waiting system and not be told it is busy therefore having to keep re-trying potentially missing appointment times
- Only thing is waiting for an appointment, and being told to phone at 8am, then all appointments have been filled, how is that when you can't pre-book.
- I am very satisfied with the Practice
- Longer hours for people who work, Evening appointments that are bookable, it's hard to get to every appointment I leave for work at 7/30 am
- As I am very new to the Practice, having recently relocated, I'm unsure about the quality of service provided.

- Reception team always friendly and helpful. I try to avoid seeing Dr Bahadur, have been with the surgery since birth (38 years) and every time I see him it's the same experience (sit in silence for 2-3 minutes, never greeted or eye contact made)
- Generally satisfied with the care, but services could be improved, it all seems outdated. There could be more medical prevention services provided to improve facilities and service
- I suffer from anxiety and find the Dr and staff very kind and understanding, as I worry a lot
- I would not change a thing
- The Practice has always been helpful and able to make appointments for my children when they have been poorly which as a parent is very important
- Repeat prescriptions done quicker
- All good thank you 😊
- The duty of care I have received in the last 12 months has been excellent. Having cancer for the last 11 years has been harsh it would be nice if I'm having a bad day and need the doctor to visit me, they could but for whatever reason they can't, this would make things for a lot better
- Most Doctors/Nurses are really good, but not all. One nurse in particular needs to be more friendly to patients. Overall very satisfied with service given