

Docklands Medical Centre

Practice Survey

2013

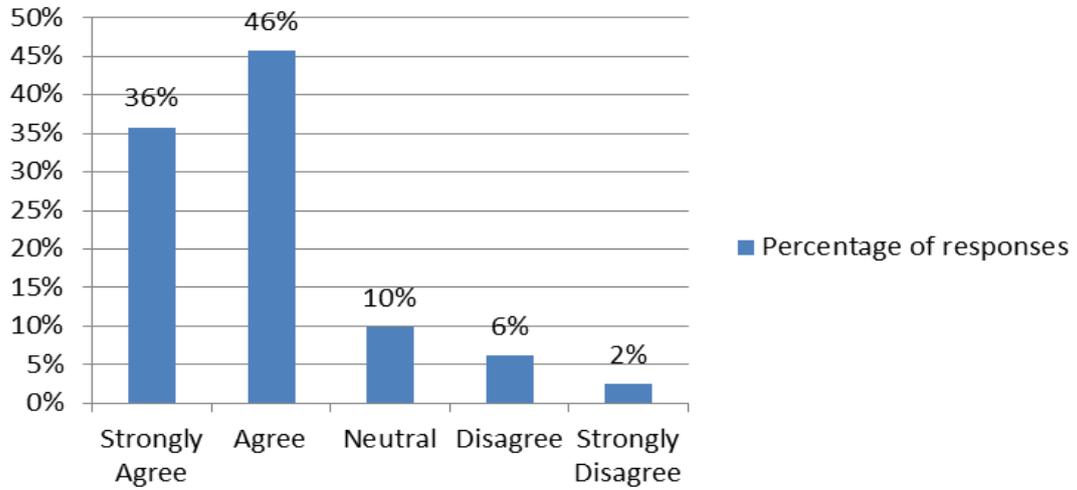
The results of the Docklands Medical Centre patient survey (2013) are shown on the subsequently pages of this report.

The distribution of the questionnaires commenced 26th February 2013.

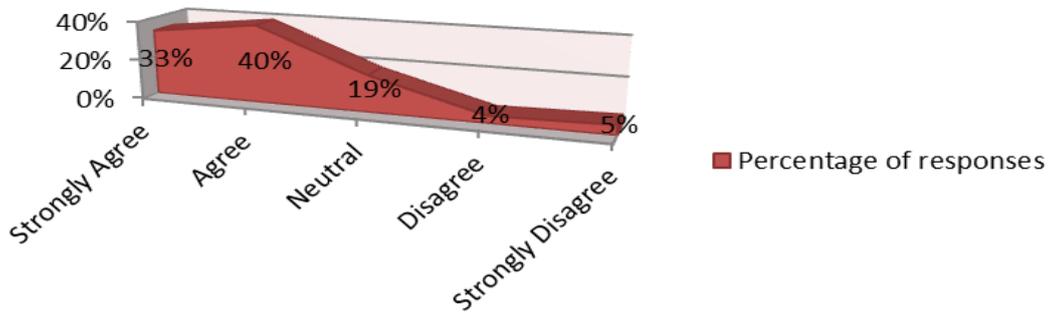
The questionnaires were distributed at the reception desk, the questionnaires given out by the receptionist were offered to the patients that came into the surgery for a variety of services. In order to avoid selection bias all Docklands Medical Centre patients that came to the reception desk was asked to complete a questionnaire.

- 87 questionnaires were received out of the 105 that given to patients at the counter, giving a return rate of 83%.

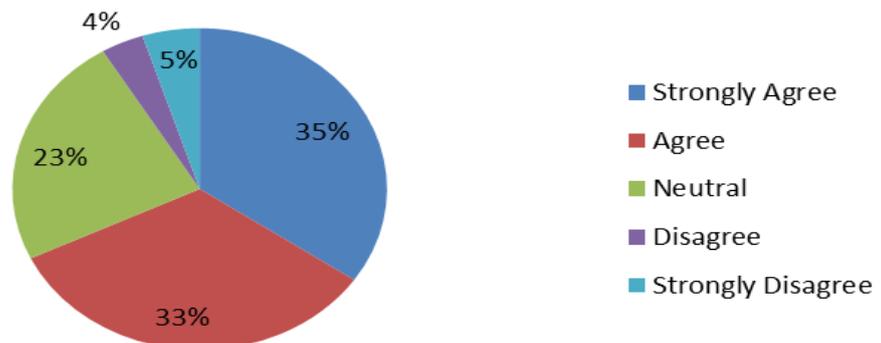
This doctor listened carefully



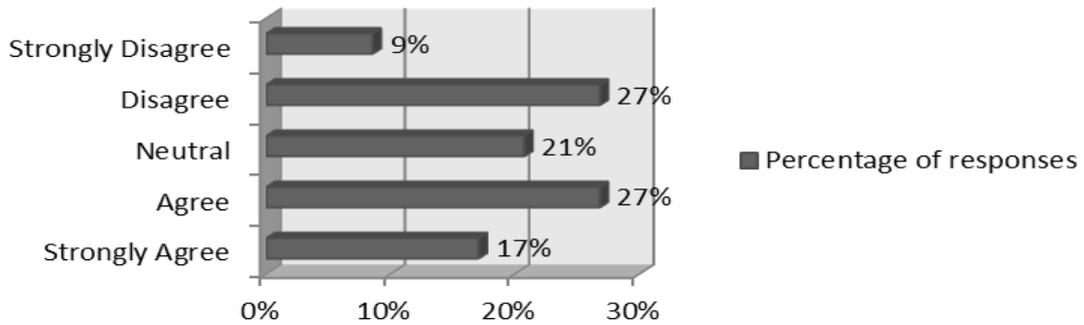
I am totally satisfied with my visit to this doctor



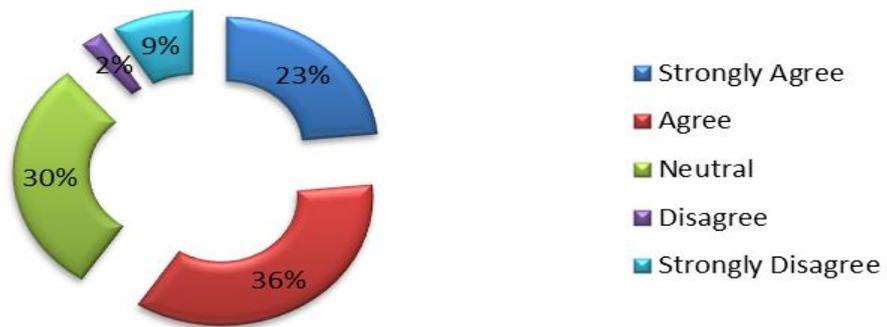
The doctor told me everything about my treatment



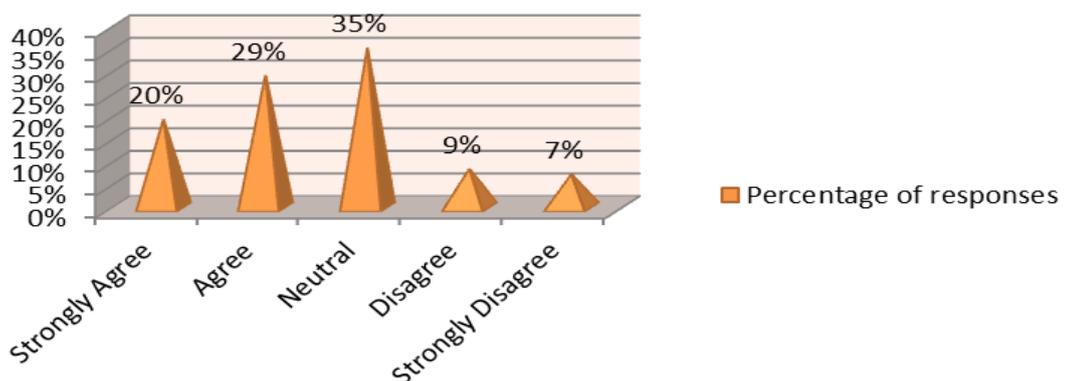
Some things about my consultation with the doctor could have been better



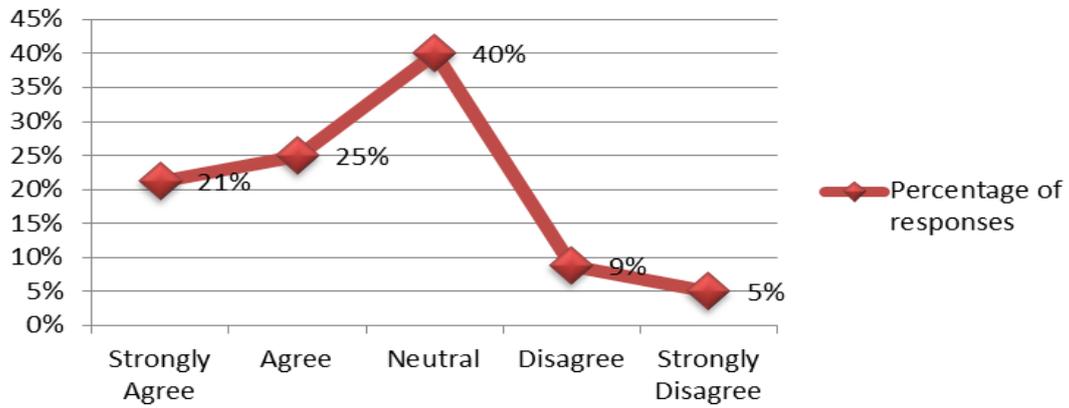
The doctor examined me very thoroughly



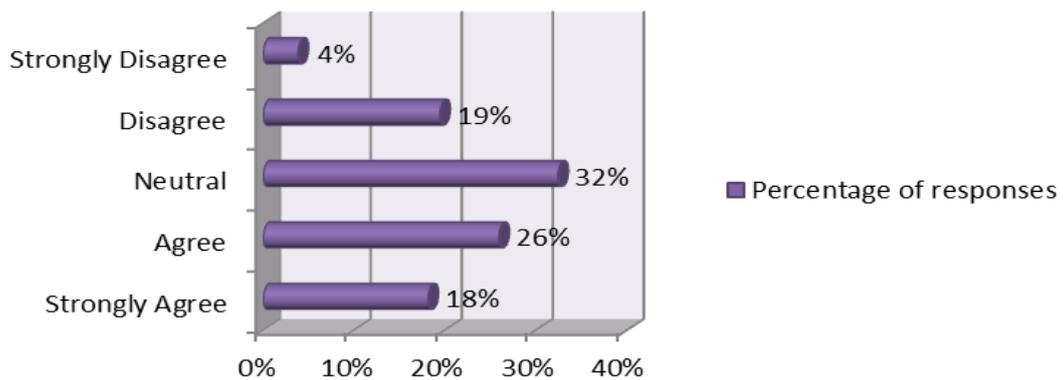
This doctor was interested in me as a person, not just my illness



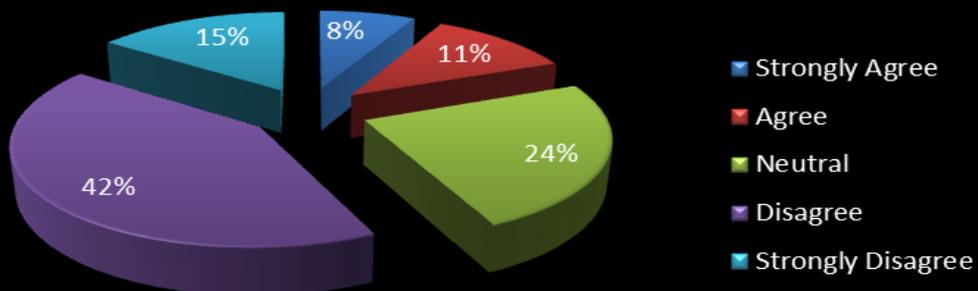
I understand my illness much better after seeing this doctor



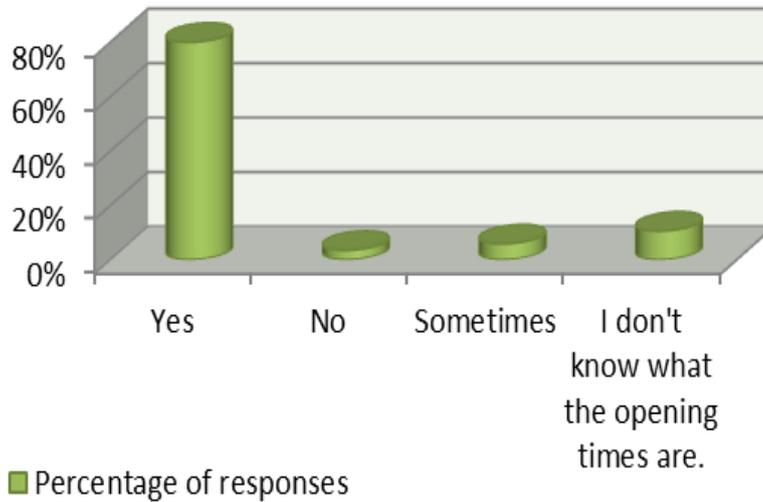
I wish it had been possible to spend a little more time with the doctor



I would find it difficult to tell this doctor about some private things

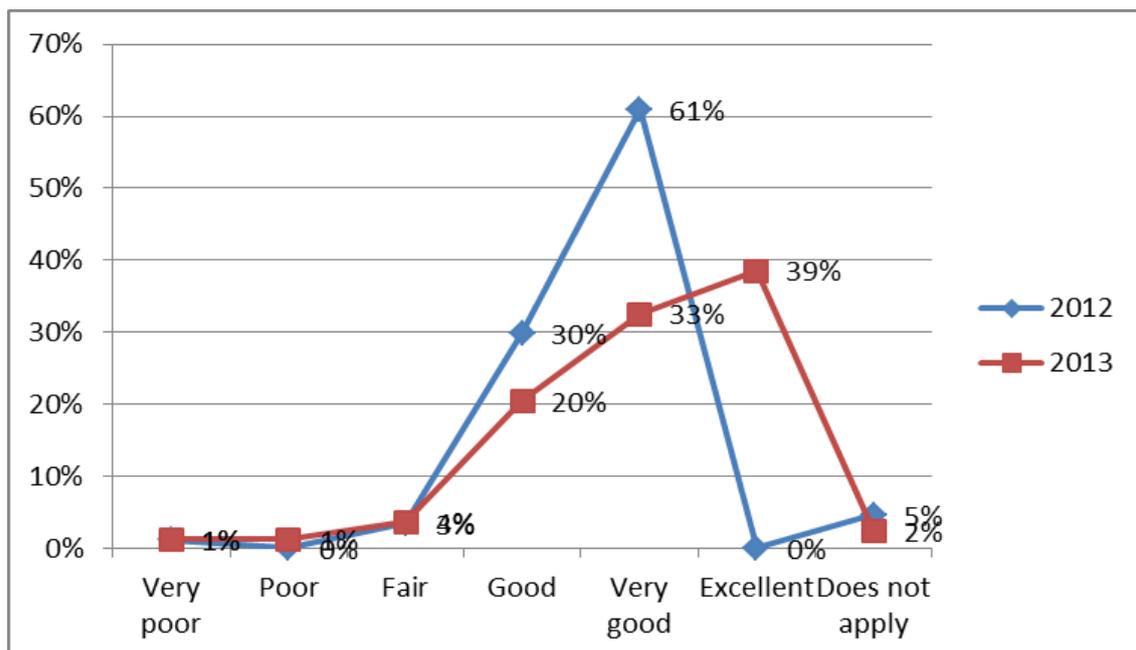


Are you satisfied with the opening times of the surgery?



How do you rate the following? In this section 2012 and 2013 survey data are compared.

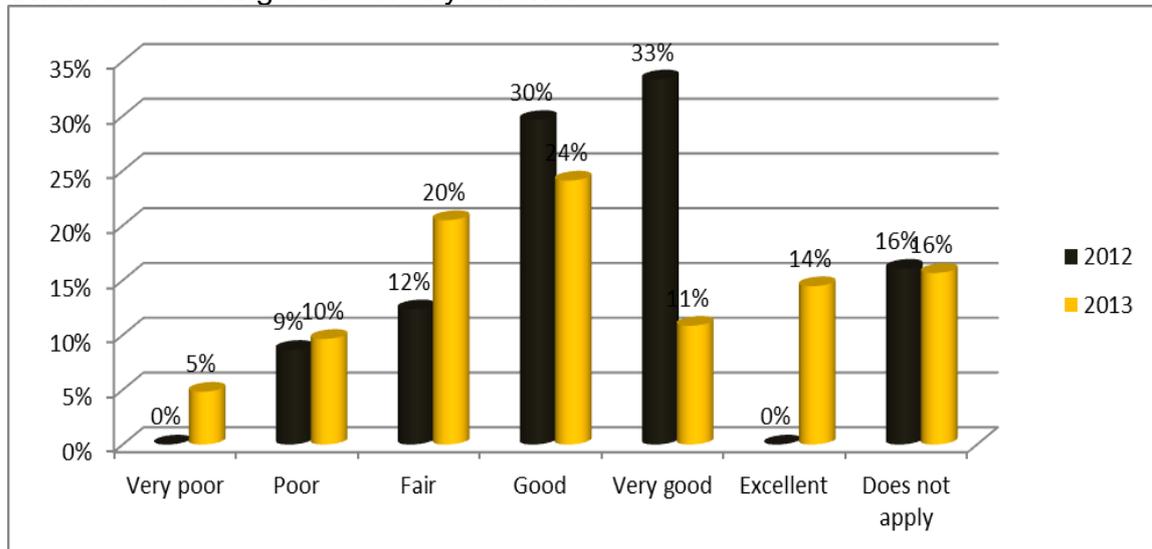
Contacting the practice on the telephone



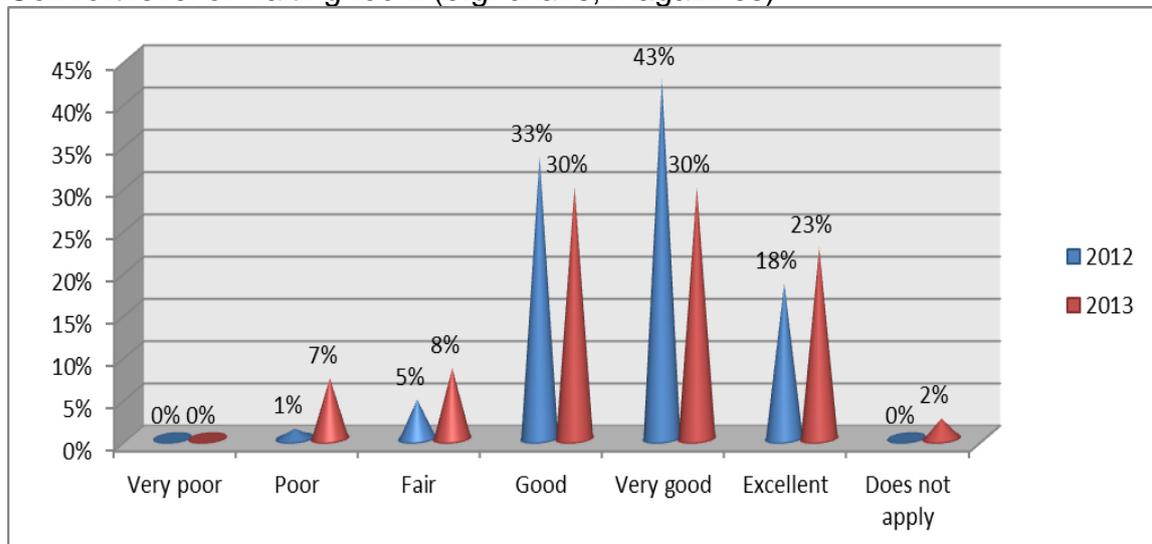
Chances of seeing a doctor within 48 hours



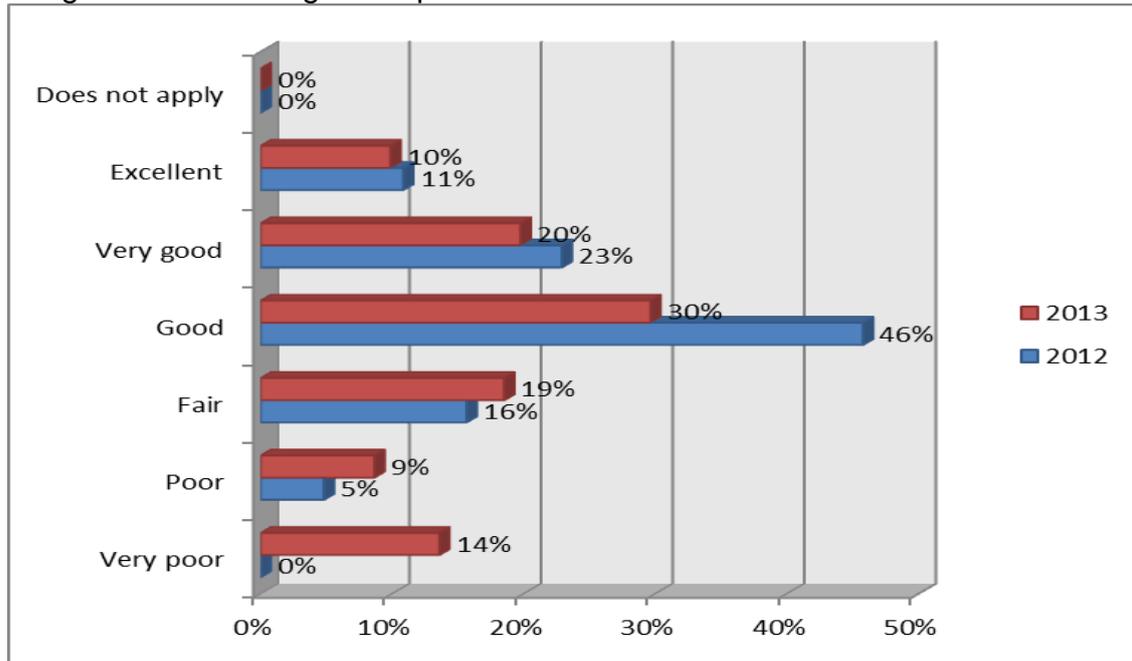
Chances of seeing a doctor of your choice



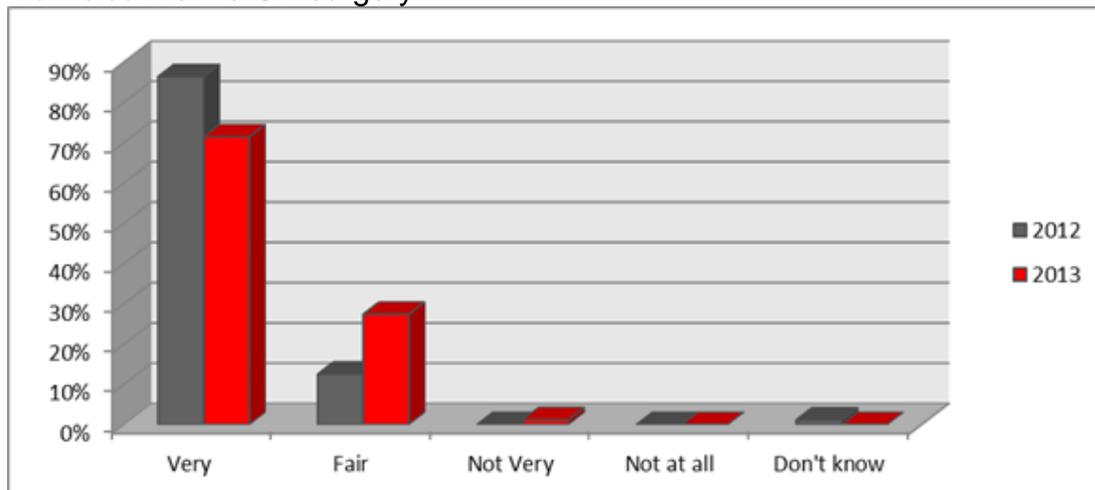
Comfort level of waiting room (e.g. chairs, magazines)



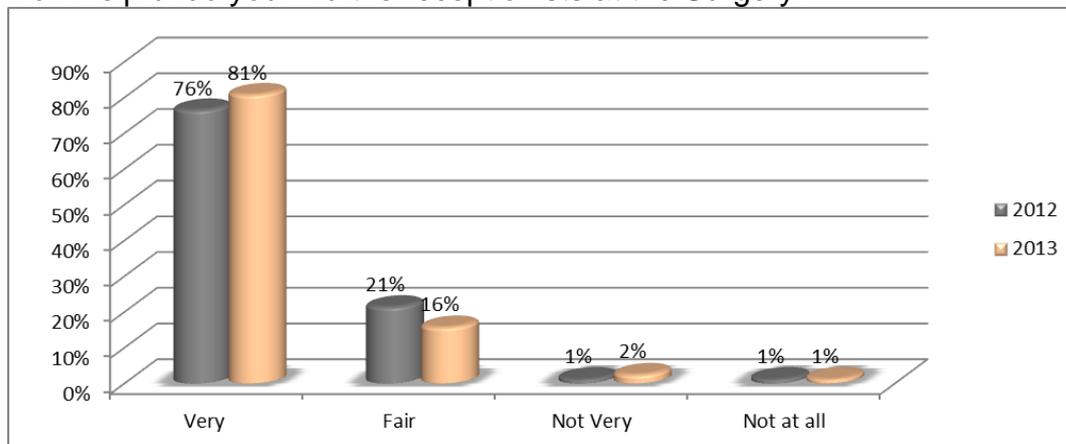
Length of time waiting in the practice



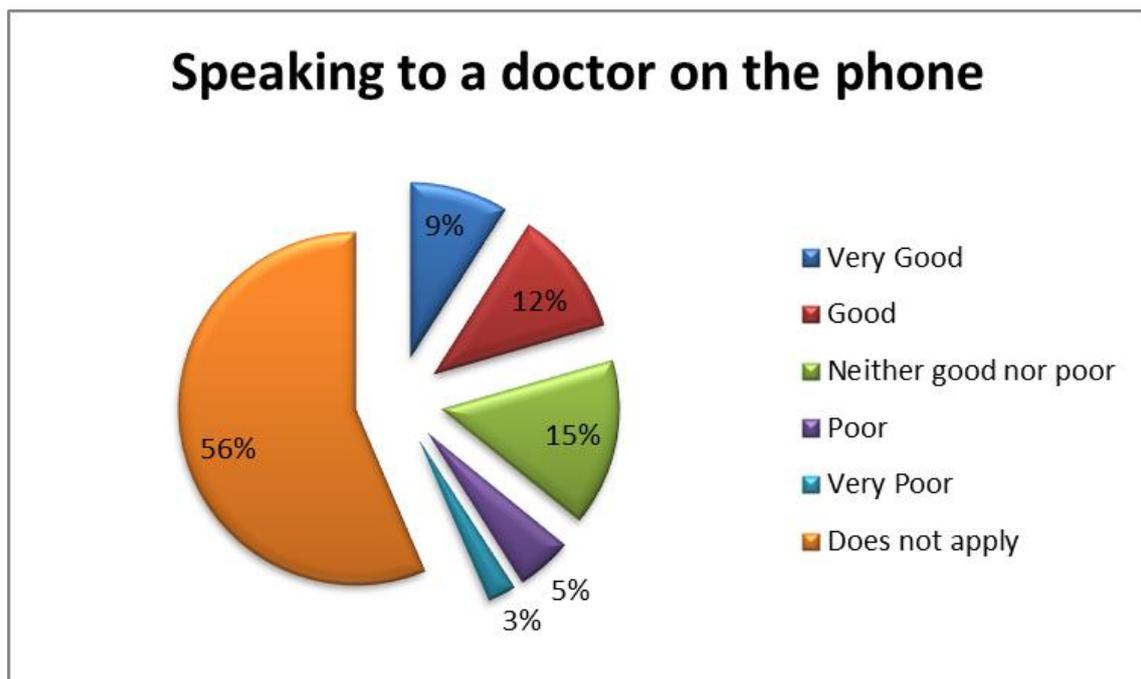
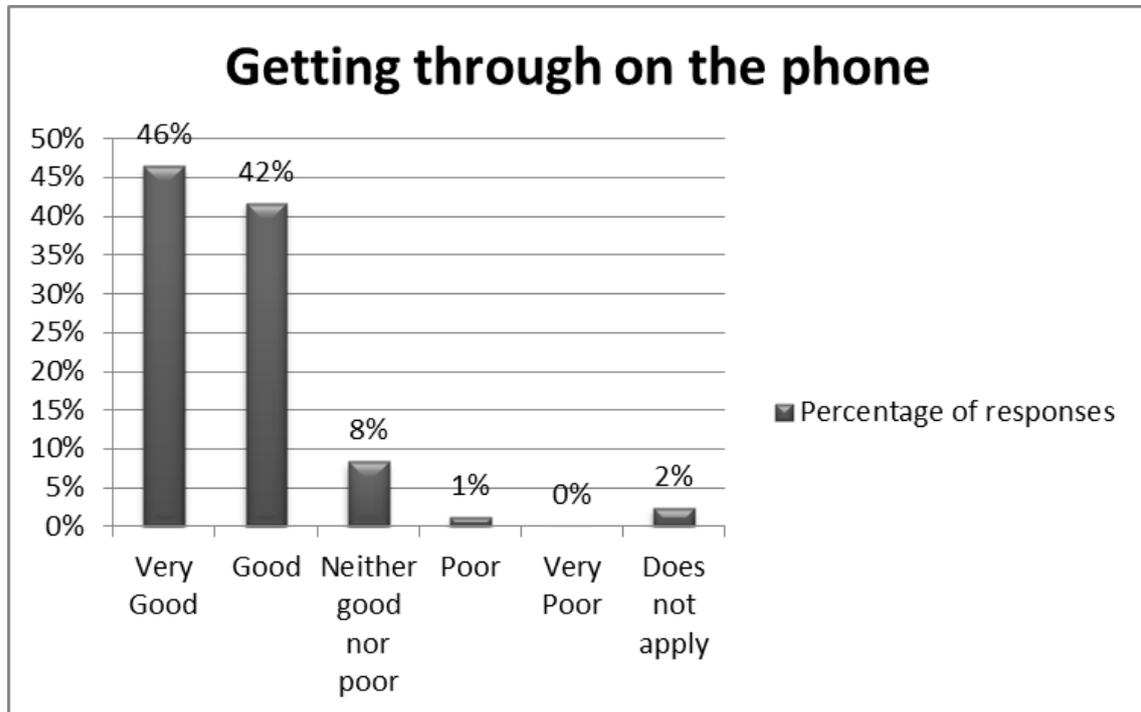
How clean is the GP surgery?



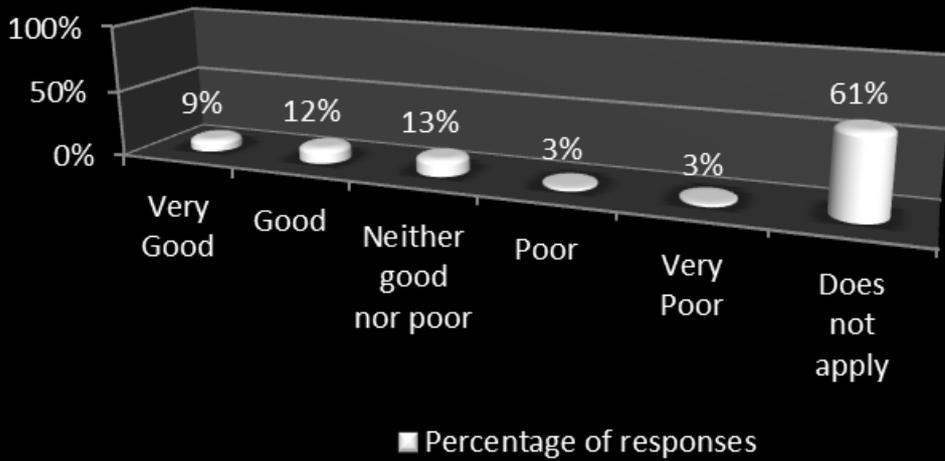
How helpful do you find the receptionists at the Surgery?



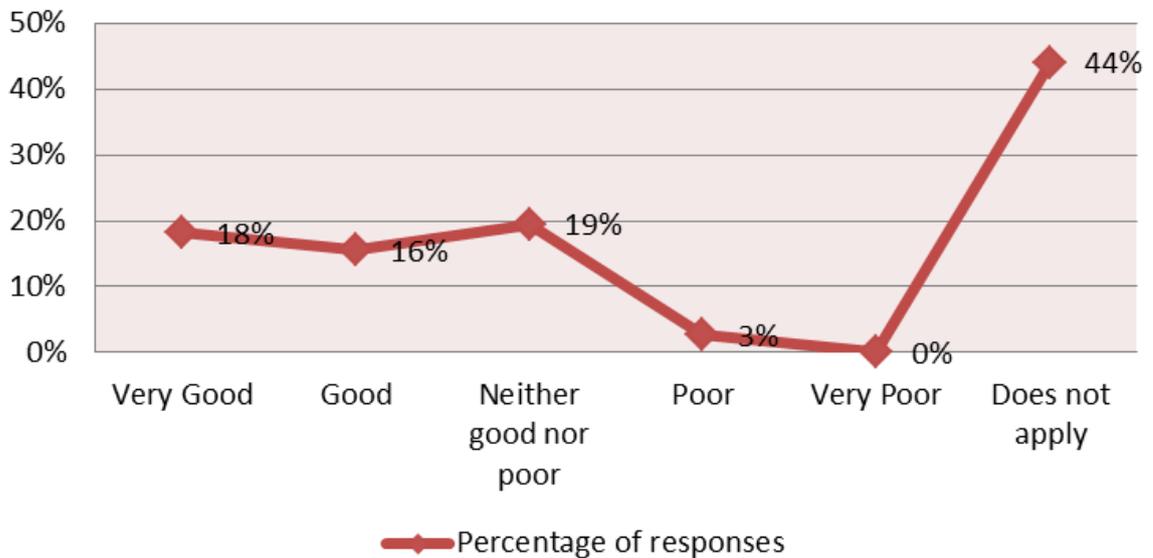
In the past 6 months how easy have you found the following?



Speaking to a nurse on the phone



Obtaining test results by phone



Demographic breakdown of responders

	Number of responders	Percentage
Male	31	36%
Female	54	64%

Responders Age

Under 18	1	1%	55 - 64	7	8%
18 – 24	9	11%	65 - 74	10	12%
25 – 34	28	33%	75 - 84	4	5%
35 – 44	14	16%	85 and over	0	0%
45 – 54	12	14%			

Ethnic group

A. White

	Number of responders	Percentage
British	47	58%
Irish	1	1%
Any other white background	9	11%

B. Mixed

White & Black Caribbean	0	0%
White & Black African	0	0%
White & Asian	0	0%
Any other Mixed background	2	2%

C. Asian or Asia British

Indian	4	5%
Pakistani	0	0%
Bangladeshi	6	7%
Any other Asian background	4	5%

D. Black or Black British

Caribbean	1	1%
African	3	4%
Any other Black background	0	0%

E. Chinese or other ethnic group

Chinese	4	5%
Any other ethnic group	0	0%

How you think of yourself

	Number of responders	Percentage
Heterosexual/straight	61	90%
Gay/Lesbian	1	1%
Bisexual	0	0%
Other	0	0%
I would prefer not to say	6	9%

Religion

	Number of responders	Percentage
None	22	33%
Buddhist	1	1%
Christian (incl. Church of England, Catholic, Protestant & other Christian denominations)	30	45%
Hindu	4	6%
Jewish	0	0%
Muslim	7	10%
Sikh	0	0%
Other	1	1%
Prefer not to say	2	3%

Patient comments

Any comment about how this PRACTICE could improve its service?

- Very impressed indeed!
- Get locum doctors that know what they are doing.
- I find it very good.
- The service needs improving.
- I was told that I need to see the doctor to get results
- I think the receptionist could be friendlier. I find them quite rude on the phone whilst booking my appointment the receptionist was unhelpful and made mistakes. She didn't listen to what I was saying and I had to repeat myself several times, which meant I was on the phone longer than I should be.
- Ventilation in upstairs waiting room is very poor especially in summer. But it probably facilitates the spread of germs which is good for the practice!
- Regular doctors are fine, locums have been terrible. Get regular doctors.
- Open on Saturdays. Being able to get an appointment with 48 Hrs. Get rid of locum doctors.
- Since I have moved to this Drs, I have no problems, Dr and Staff are very excellent.
- The allocated time for GP reduces the quality of appointment, this affects how the GP examines and consults you.

- It's too hot. Not the same magazines available in upstairs waiting room.
- Permanent doctors.
- Letting people know exactly how long a doctor is running behind his appointment times, without having to ask!
- Got to be the best Doctors in the Island, Island health is poor that's why I came here.
- Old receptionist are the best (new one is no good).
- Have regular GP rather than locum doctors.
- See same GP for continuity.
- Online booking of appointment so that we can check which doctors is available at what time.
- Waiting times can be improved with more doctors. I have been 3 times in 1 week and have not been happy.
- Have an email address, make, confirm and change appointments by email.

Any comment about how this DOCTOR could improve?

- Sometimes I fell like the doctor was speaking down to me and being a bit rude.
- I think the doctor was not very friendly and didn't give enough related information on my issue. I hope he will eventually improve himself and provide all information such and duration of the disease, consequences and its treatment.
- We seem to have a lot of locum doctors. I personally feel that every doctor is new and doesn't know the medical history of my family. Especially with ongoing investigations, I have to explain each time I come in from the beginning.

- Extra good, keep it up.
- Doctor is great.
- I don't know who all the doctors are. It would be nice to know then (even through photos on the wall) and then able to choose. I am happy with my doctor but would prefer a female.
- I would like to see the same doctor on most occasions if possible!
- Locums need to examine and listen and not spend 15 minutes between patients with no one in the room.
- The Dr I saw is disrespectful, Bad attitude, very rushed, doesn't listen and talks over you.
- Have been impressed by skill and attentiveness of locums
- My Dr is helpful and always listens to my problems.
- I will never see that Dr again. His "bedside manner" caused me 3 weeks of terror waiting to be seen hospital clinic.
- He could listen a bit more spend a little more time with me.
- Waiting too long to be seen.
- Speak clear and loud enough, at a level and pace of people regarding their disability.
- This GP was adequately helpful.
- Too warm upstairs.
- Sometimes , I would recommend, doctor should look into patient record for which antibiotic is best for the patient and prescribe accordingly if possible.
- Doctors need to listen to patients and spend a little longer rather than rushing patients.