

Rivergreen Medical Centre

RIVERGREEN SURVEY -2012



[Excel Report \(click here for full dataset\)](#) Number of Responses: **209**

Dear Patient,

We are very interested in receiving feedback from patients that have attended the surgery in the past few months about the service that they received and also to get their views on accessibility.

In addition we are also interested in discovering if our patients, particularly those who do not normally attend the surgery, are aware of the new services that we have introduced in recent years. As such we would be grateful if you would complete the following short survey to provide us with this information.

Please click "send" when done

1. a) How do you rate the hours that your practice is open for appointments ?

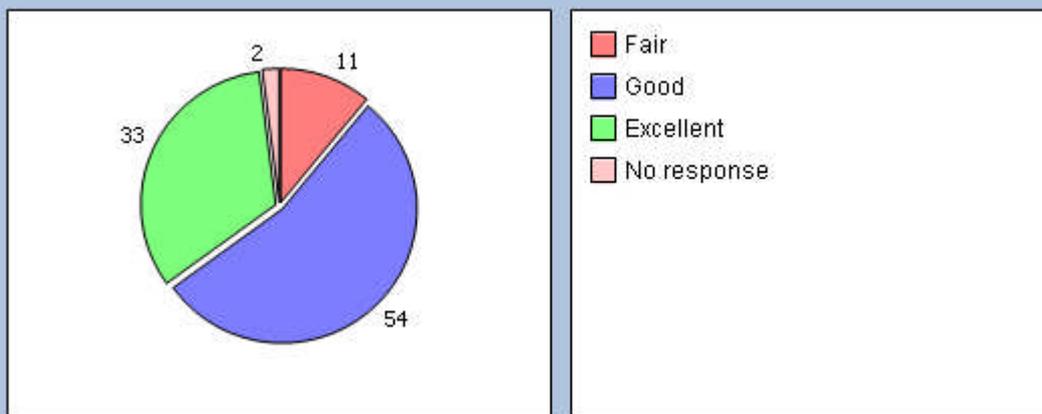
Poor **0%**

Fair **11%**

Good **54%**

Excellent **33%**

No response **2%**



b) What additional hours would you like the practice to be open for appointments ?

Early Mornings **12%**

Lunchtimes **6%**

Evenings **23%**

Weekends **41%**

None **29%**

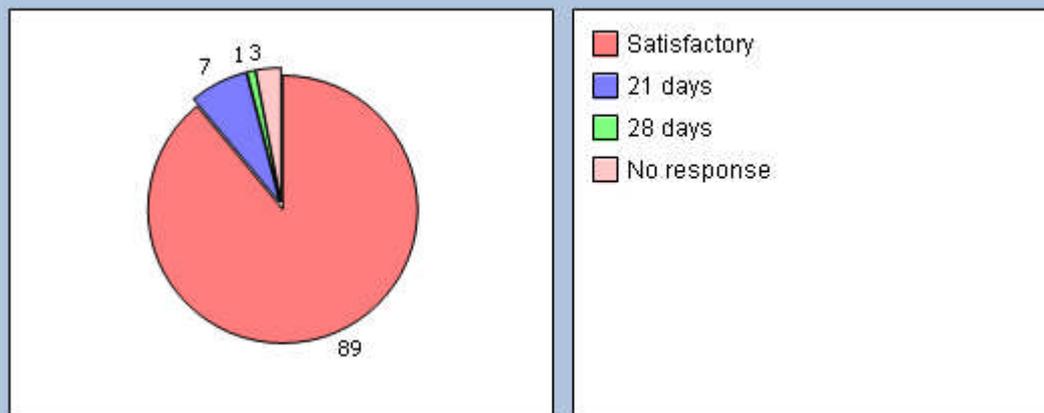
2. Some appointments can be booked up to 14 days in advance, do you feel that this is satisfactory. If not how far in advance would you like to be able to book an appointment ?

Satisfactory **89%**

21 days **7%**

28 days **1%**

No response **3%**



3. How quickly do you usually get to see a GP ?

Same day **69%**

Next working day **12%**

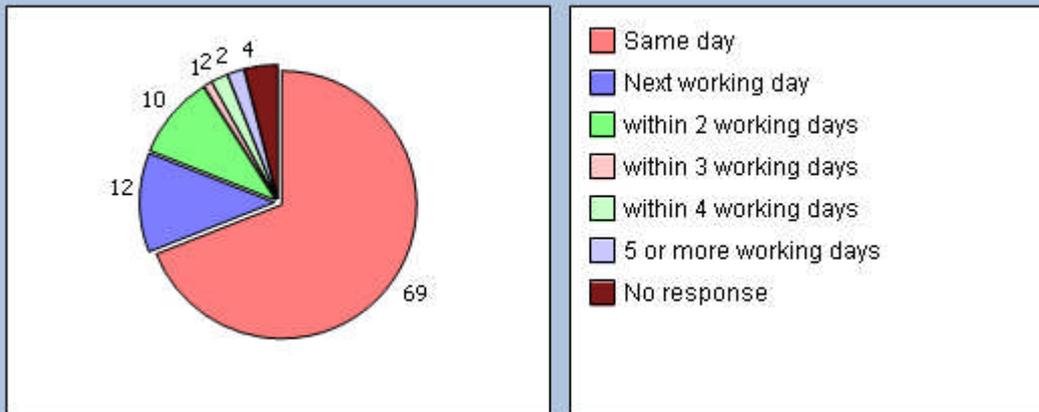
within 2 working days **10%**

within 3 working days **1%**

within 4 working days **2%**

5 or more working days **2%**

No response **4%**



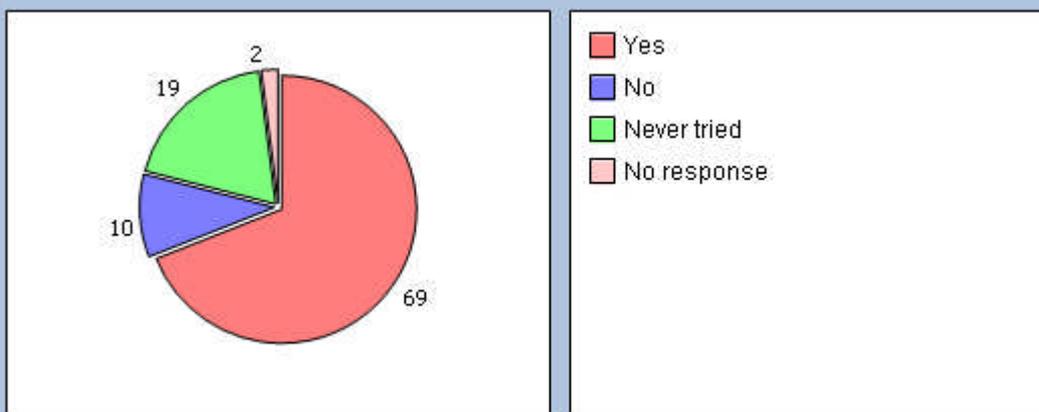
4. If you need to see a GP urgently, can you normally get seen on the same day ?

Yes **69%**

No **10%**

Never tried **19%**

No response **2%**



5. Thinking about when you consult a GP how do you rate the following:

a) How thoroughly the GP asks about your symptoms and how you are feeling

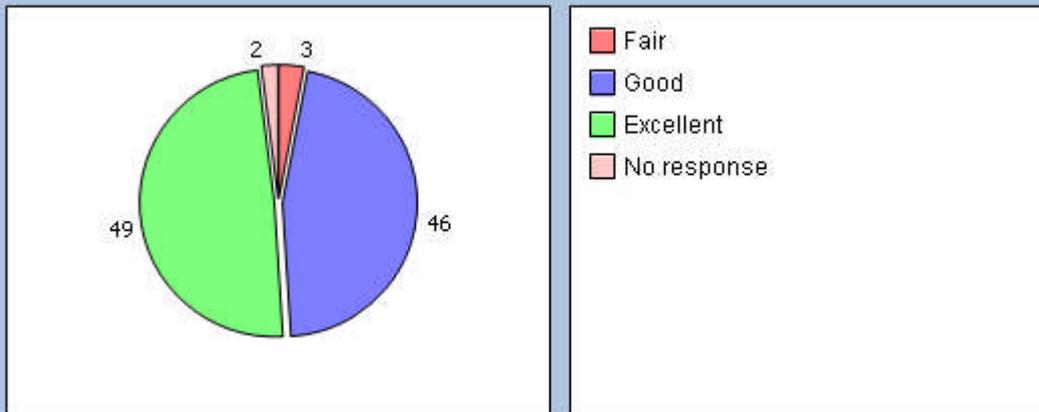
Poor **0%**

Fair **3%**

Good **46%**

Excellent **49%**

No response **2%**



b) How well the GP listens to what you have to say ?

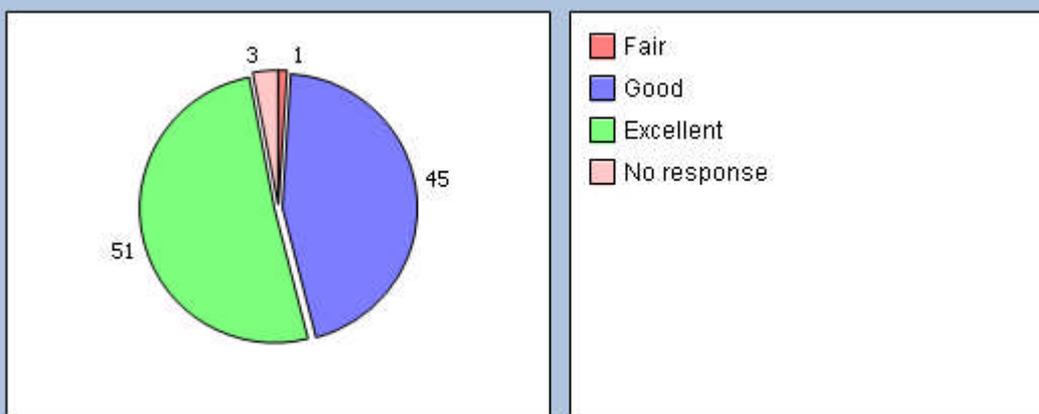
Poor **0%**

Fair **1%**

Good **45%**

Excellent **51%**

No response **3%**



c) How much the GP involves you in decisions about your care ?

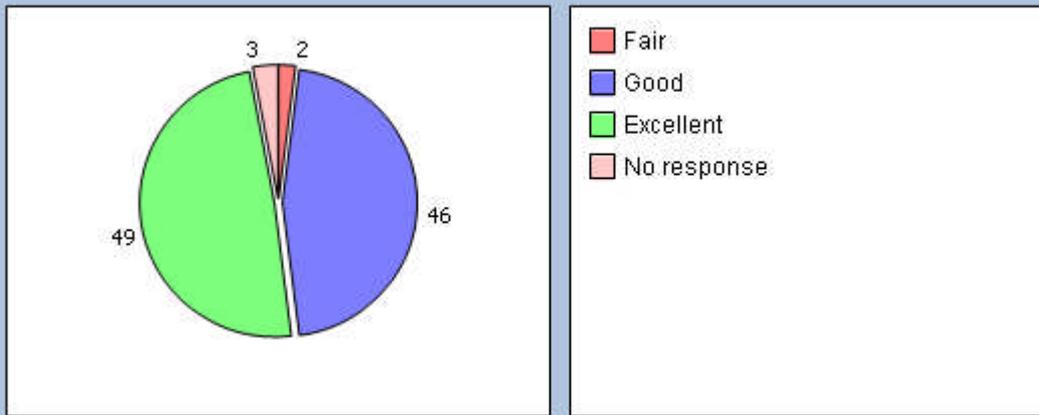
Poor **0%**

Fair **2%**

Good **46%**

Excellent **49%**

No response **3%**



d) How well the GP explains your problems or any treatment that you need ?

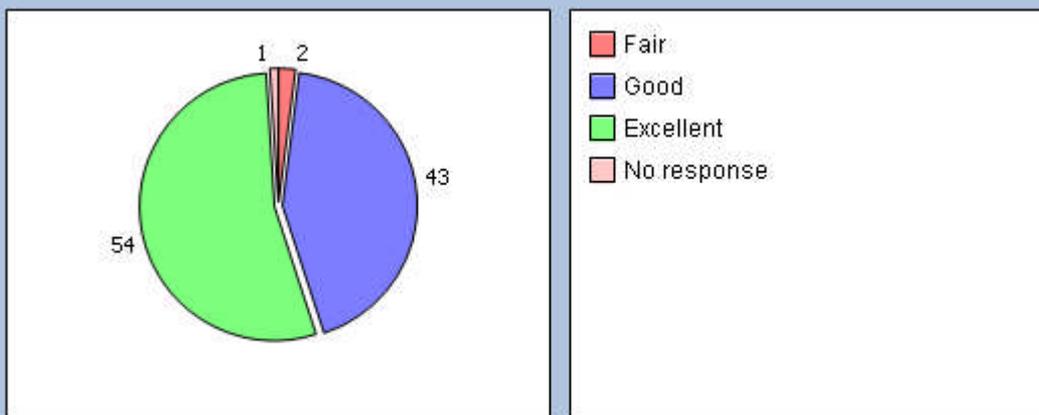
Poor **0%**

Fair **2%**

Good **43%**

Excellent **54%**

No response **1%**

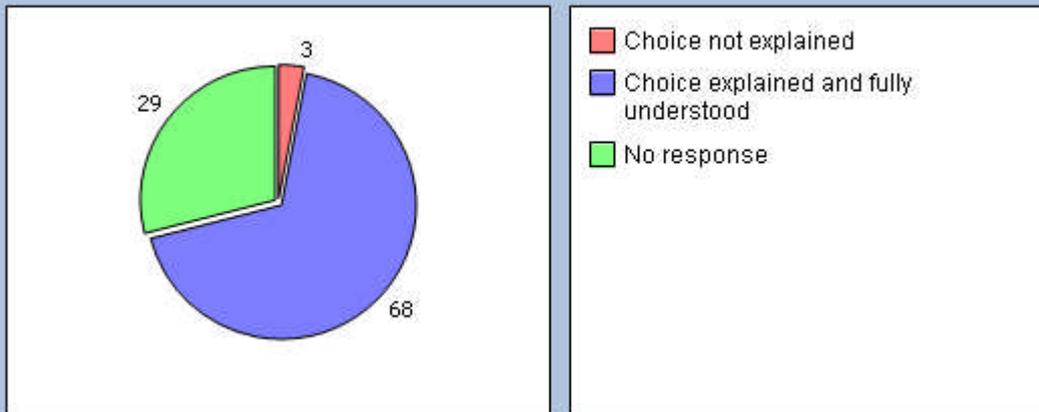


e) If you required further treatment, did the GP explain that you had a choice of venues to receive the treatment ? if so how well was this explained to you ?

Choice not explained **3%**

Choice explained and fully understood **68%**

No response **29%**



f) Which GP do you see the majority of the time ?

Dr H Lewis **31%**

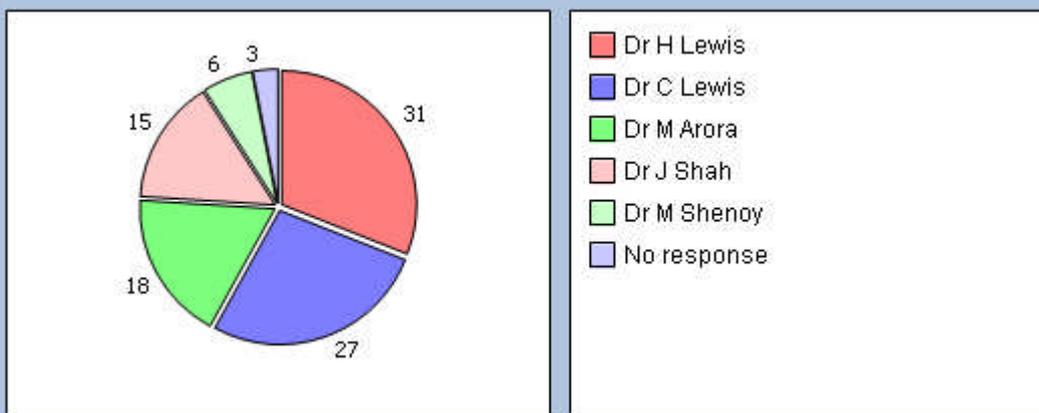
Dr C Lewis **27%**

Dr M Arora **18%**

Dr J Shah **15%**

Dr M Shenoy **6%**

No response **3%**



6. Thinking about the nurse(s) that you have seen at the practice how do you rate the following ?

a) How well they listen to what you say ?

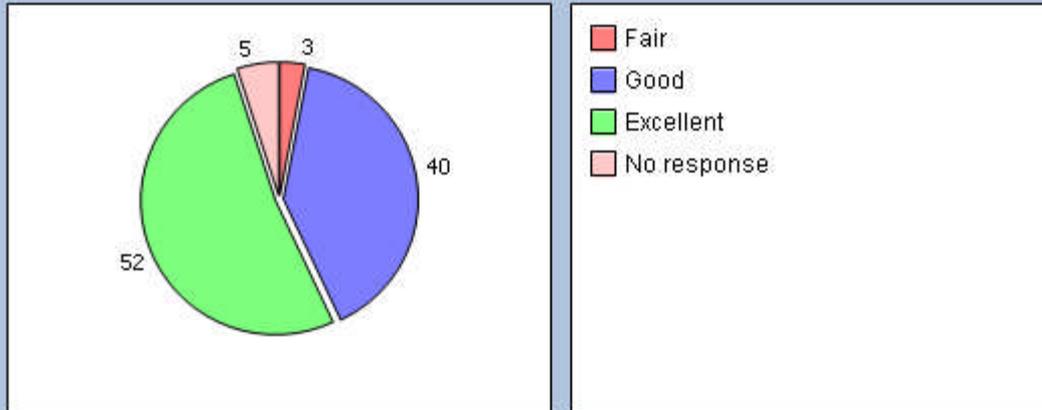
Poor **0%**

Fair **3%**

Good **40%**

Excellent **52%**

No response **5%**



b) The Quality of care they provide ?

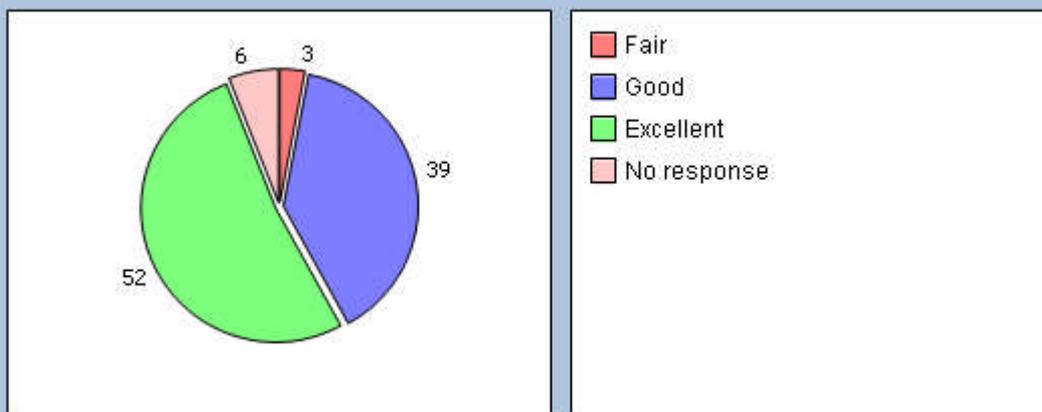
Poor **0%**

Fair **3%**

Good **39%**

Excellent **52%**

No response **6%**



c) How well they explain your problems or any treatment that you need ?

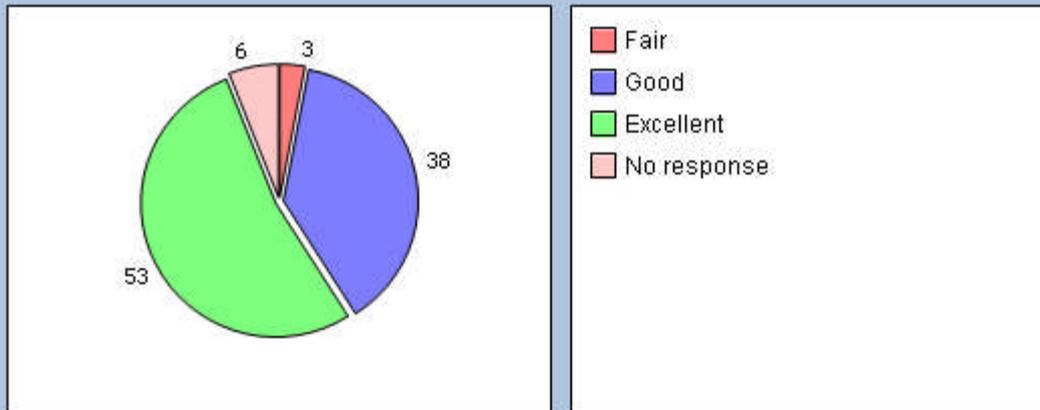
Poor **0%**

Fair **3%**

Good **38%**

Excellent **53%**

No response **6%**



7. First impressions count, thinking about the times when you contact the surgery either via the reception desk or over the telephone , has your first impression of Rivergreen been mainly

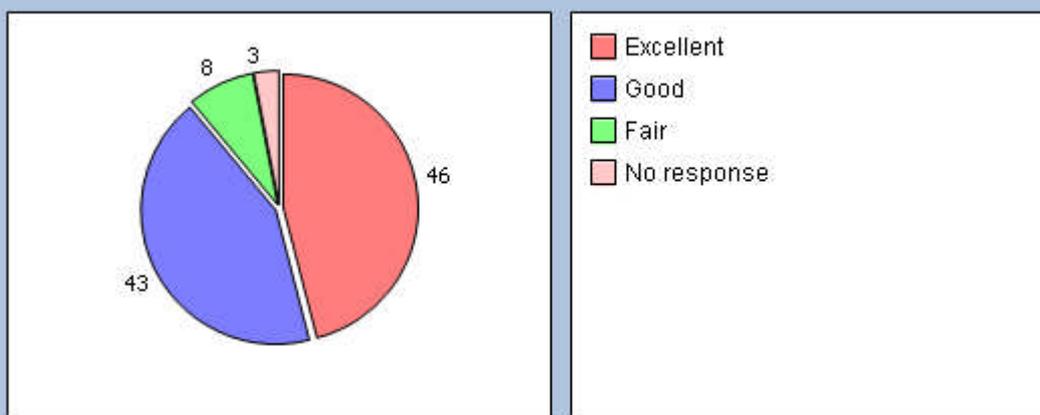
Excellent **46%**

Good **43%**

Fair **8%**

Poor **0%**

No response **3%**

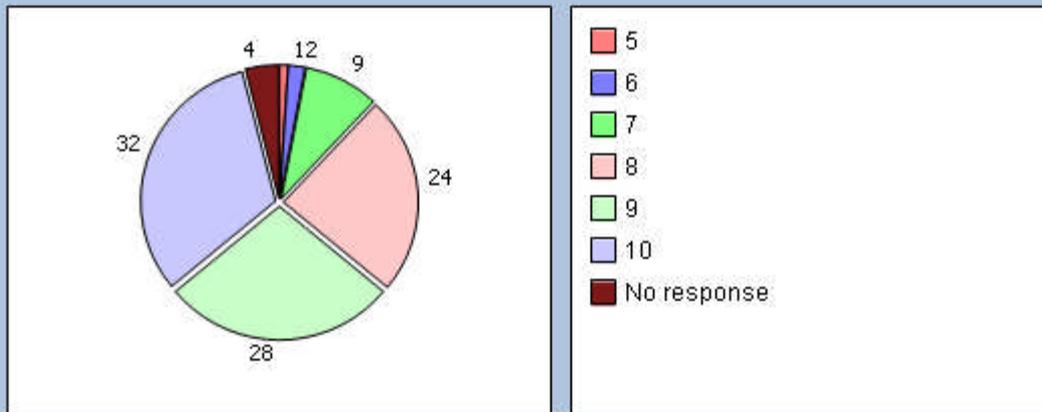


8 From a scale of 1 to 10, with 10 being the highest, how would you rate your overall experience/ opinion of Rivergreen Medical Centre

1 **0%**

2 **0%**

3 **0%**
 4 **0%**
 5 **1%**
 6 **2%**
 7 **9%**
 8 **24%**
 9 **28%**
 10 **32%**
 No response **4%**



9.a) Over the past few years we have introduced a number of new services. Please could you tick the services that you are aware of:

Practice Website **55%**

GP telephone consultations **71%**

On line appt booking **54%**

On Line prescription ordering **35%**

On Line Admin Queries **15%**

Text Messaging for Reminders/Non Clinical Info **15%**

Minor Illness Nurse **62%**

Minor Surgery **32%**

Young Person Sexual Health Clinic **17%**

14 Day Advance Booking **43%**

Right Service, Right Care **11%**

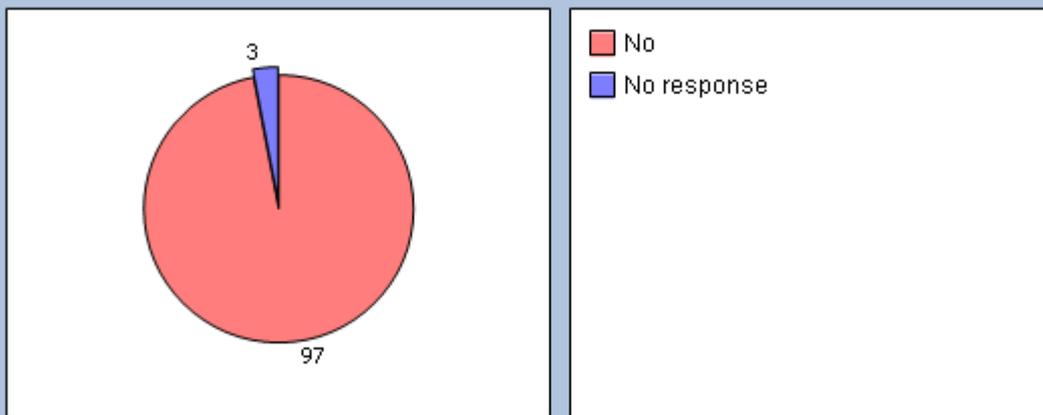
b) Are there any other services that you would like to see provided by Rivergreen ?

9 Are you aware that the practice has it's own Patient Reference Group which meets twice a year to discuss services/ ideas for improvement. Would you be interested in joining the group ?

No **97%**

Yes - if yes please complete the contact form by clicking on the Patient Participation Group page. This can be found under additional information on the right hand side of the home page. **0%**

No response **3%**



10 Are there any other comments that you would like to make regarding the Patient care/ services which you receive from the practice ?

Delete Responses