

Dr Christine A Clyde, Family Doctors
5 Austhorpe View Leeds LS15 8NN Tel: 0113-260-2262 Fax: 0113-232-8090

Results for Practice Questionnaire

	Excellent	Very Good	Good	Fair	Poor
Chances of seeing a doctor within 48 hours	7	8	4	2	2
Chances of being able to be pre book appointments in advance	10	7	5	1	0
Chances of being able to see a doctor of your choice	10	4	7	2	0
Quality of consultation	10	9	3	1	0
Opportunity to speak to doctor/nurse on the telephone	3	8	5	2	0
Telephone access. Able to contact the surgery and understanding messages	6	6	7	2	0

5 patients declined to answer question 5 as they have not needed the service offered

2 patients declined to answer question 6 as they have not need the service offered

Comments

*Appointment times not kept

Referrals for further treatment excellent

*Request Saturday appointments

Satisfied with everything

Receptionist is pleasant and always helpful

*Request longer time before message starts on telephone system if line busy

Delighted with the consistency of seeing the same GP for 12 years

GP always listens and understands

*Query as to why it takes 48 hours to get a repeat prescription

*Reception staff can be brisk and unfriendly

*A leaflet with opening times and surgery times

Never any problems with the surgery family members supported since 1980s

The Family Doctors would like to thank everyone who participated in the above survey. Overall we are happy and satisfied with the results.

Our surveys give us the chance to ask you for suggestions and comments and also to see if we are meeting your needs.

The above highlights some areas of improvements which we will try to act upon.

We always try to keep to your allotted appointment time however there will always be the odd occasion where unforeseen circumstances arise and this has an affected on appointment times. However if you feel this is more frequent than occasional please inform staff and we will look into this further. Please always inform us if you have a wait of more than 20 minutes.

The request for Saturday mornings has been discussed in our clinic meeting but was felt that the demand isn't enough. When we looked back at our previous openings on Saturday mornings it was very hit and miss and therefore it was felt that there wasn't a sufficient need for this service.

We have recently installed a new telephone system which is more efficient and beneficial to staff and patients. We apologise for any costs that you may have incurred this was not our intention and feel that an updated system gives more choices and accommodated quicker.

A repeat prescription takes 48 hours. This is to allow the receptionist to process the prescription and the doctor to check, monitor, sign, sometimes having to review medication and then issue. This is a safeguarding procedure to protect yourself and the GP in giving you the best care possible.

Sincere apologies are given to any patient who feels they are not given a polite, efficient and friendly service. If you feel this is not the case please bring this to the attention of the practice manager or the GP on duty that day. All staff will be informed at the next staff meeting of the importance of having a professional friendly and polite manner towards patients at all time.

Opening times and surgery times can be found in our practice leaflet which is available in reception for all patients.