

COUNTY OUT OF HOURS PATIENT SURVEY

Several other GP Practice PPGs within South Worcestershire have agreed to use the same survey. A combined report will be issued later.

This survey relates to Thorneloe Lodge Surgery only.

PRACTICE NAME	Thorneloe Lodge Survey
PRACTICE LOCATION	Worcester
SURVEY PERIOD	5 - 30 Nov 2012
METHOD	Survey sent to all patients with an OOH contact during the audit period.

SURVEYS SENT OR ASKED	100
SURVEYS COMPLETED	35

QUESTION 2

TYPE OF OOH CARE RECEIVED

	REPLIES	%
a. Phone Advice & Additional Care	5	14.29%
b. Phone Advice Only	6	17.14%
c. Appointment with a GP at OOH Centre	7	20.00%
d. Home Visits by an OOH GP	9	25.71%
e. Redirected to A&E	5	14.29%
f. Not Seen but told to see own GP next day	3	8.57%
g. No reply	0	0.00%

QUESTION 3

FEELINGS ABOUT HOW QUICK CARE WAS

	REPLIES	%
a. Far too long	2	5.71%
b. Too long	6	17.14%
c. About right	11	31.43%
d. Quick	7	20.00%
e. Very quick	8	22.86%
f. No reply	1	2.86%

QUESTION 4

OVERALL FEELINGS ABOUT CARE

	REPLIES	%
a. Very poor	2	5.71%
b. Poor	4	11.43%
c. Neither good not poor	2	5.71%
d. Good	15	42.86%
e. Very good	12	34.29%
f. No reply	0	0.00%

QUESTION 5

GP UNDERSTANDING OF CONCERNS

	REPLIES	%
a. Poor	6	17.14%
b. Fair	1	2.86%
c. Fair to Good	1	2.86%

d. Good	3	8.57%
e. Very Good	6	17.14%
f. Excellent	5	14.29%
g. No Reply	13	37.14%

QUESTION 6

SHOWING CARE AND COMPASSION

	REPLIES	%
a. Poor	3	8.57%
b. Fair	4	11.43%
c. Fair to Good	2	5.71%
d. Good	3	8.57%
e. Very Good	4	11.43%
f. Excellent	6	17.14%
g. No Reply	13	37.14%

QUESTION 7

EXPLAINING THINGS CLEARLY

	REPLIES	%
a. Poor	4	11.43%
b. Fair	4	11.43%
c. Fair to Good	1	2.86%
d. Good	3	8.57%
e. Very Good	7	20.00%
f. Excellent	4	11.43%
g. No Reply	12	34.29%

Question 8 - Additional Patient Comments

COMMENTS	Classification
Waited to long, didnt explain clearly, not enough care and treatment	Negative
Extremely poor service, needs not met, this service clearly does not meet the gap left by GP's not working outside office hours, shockingly bad!	Negative
Foreign accents are not easily understood	Negative
Initial phone call took too long to assess, had to speak to someone else who then rang me back to tell me to go to OOH later in the day, despite telling the person my breathing was not good and got worse, but a very short wait at OOH clinic.	Negative
The worker who came to see me at 5am was very rude and rough.	Negative
Fair to Good	Positive
Thank you to the kind doctor who came out to see me, very kind	Positive
Very good and kind	Positive
Dr visited my husband, promptly.	Positive
I was very ill and doctor on phone arranged an ambulance and I was in A&E within 20 mins, excellent	Positive
Very friendly and reassuring	Positive
Very good service	Positive
Very pleased with service given	Positive