

Main Surgery:
53 Farley Road
South Croydon
Surrey CR2 7NG

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General Medical Practitioners

15th March 2010

QOF Plus – Waiting Room Survey Analysis

The Waiting Room Survey was carried out over a 2 week period and a total of 122 (over 1% of practice list size) responses were collated for the Practice to analysis.

Q1. How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery (eg website, leaflets, posters etc)

39% of total surveys gave a response of excellent
46% gave a very good response
15% gave a good response
2% an average response
0% gave a response of poor
0% gave a response of very poor

Q2. Given the choice and if available please mark the different ways that you would consider making contact with the surgery in the future.

55% Internet appointment bookings
48% Internet Repeat Prescription Requests
30% Email repeat prescriptions requests
64% Telephone appointment booking
40% telephone consultations with a doctor
13% email consultations with a doctor

Q3. Generally how easy do you find it to get through to the surgery on the telephone.

29% gave an excellent response
35% gave a very good response
28% gave a good response
7% gave an average response
1% gave a poor response
0% gave a response of very poor

Q4. In general how would you rate the way our Receptionist staff deal with you.

63% gave an excellent response
38% gave a very good response
4% gave a good response
0% gave an average response
0% gave a poor response
0% gave a response of very poor

Q5. How good is our system for providing you with an appointment on the same day with a doctor when you feel that you have an urgent problem.

29% gave a response of excellent
32% gave a response of very good
20% gave a response of good
8% gave a response of average
2% gave a response of poor
1% gave a response of very poor
7% gave a response of not used

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Q6. How good is our system for booking different types of appointments with a doctor or nurse of your choice more than two days in advance.

20% gave a response of excellent
39% gave a response of very good
22% gave a response of good
11% gave a response of average
2% gave a response of poor
0% gave a response of very poor
3% gave a response of never used

Q7. When you last saw a doctor or nurse how would you rate their attitude.

53% gave a response of excellent
34% gave a response of very good
12% gave a response of good
0% gave a response of average
0% gave a response of poor
0% gave a response of very poor

Q8. When you last saw a doctor or nurse how well did you feel they dealt with your urgent problems or ongoing conditions.

49% gave a response of excellent
37% gave a response of very good
13% gave a response of good
1% gave a response of poor
0% gave a response of very poor

Q9. Overall when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions.

41% gave a response of excellent
43% gave a response of very good
11% gave a response of good
4% gave a response of average
1% gave a response of poor
0% gave a response of very poor

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Review of response received

The overview of the results collated from the Waiting Room Survey is in our opinion was very favourable to the quality of service that our Practice provides to its patients at both our sites.

Q2. The practice this year will be looking at utilising the website for patients, we are hoping to be offering the patients more information and bookings all under one site for example registrations forms, change of name or address, information on choose and book, information for palliative care and its carers, useful telephone numbers, NHS Direct and the information that this can offer our patients as well as practice news of clinics and the dates like swine flu etc

Q3. The practice last year up graded the telephones to offer a better service for patients, this is an improvement to a previous survey but we feel that more training needs to be done in this area and this will be a priority for out patients this year.

QOF March 2010