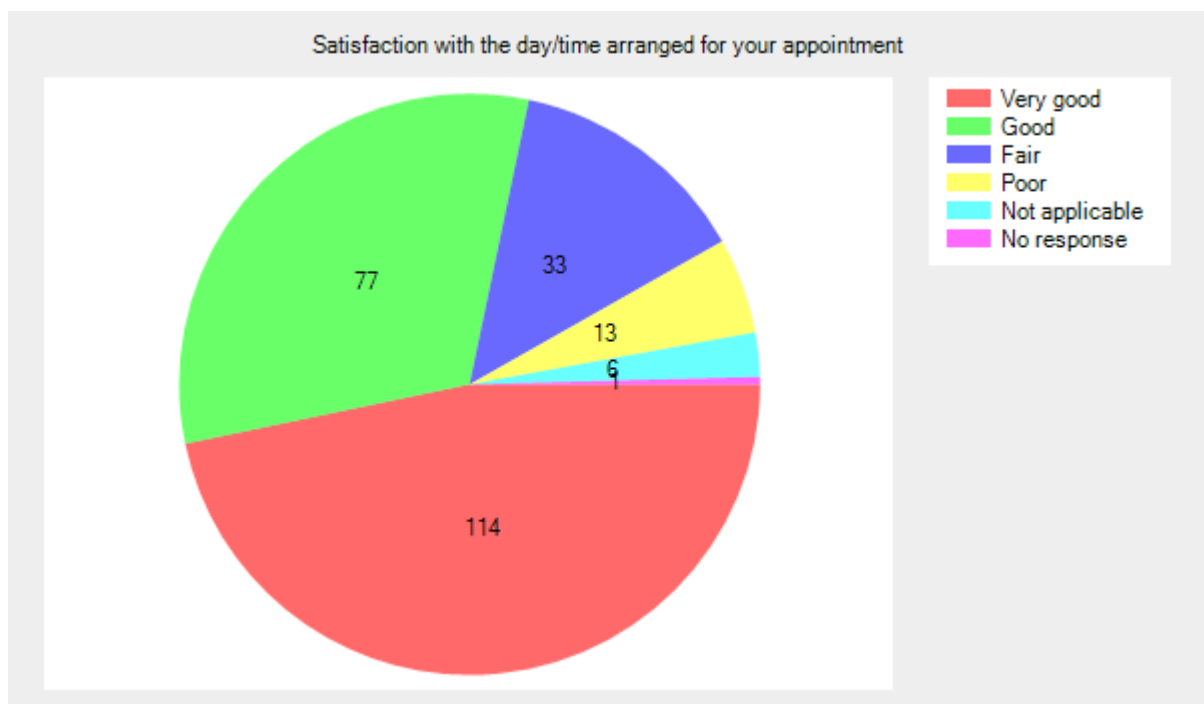


**BALMORAL SURGERY**  
*Improving Practice Questionnaire – 2017*

**Total Patient Size = 12,911**  
Questionnaires returned = 244  
**1.9 % response rate**

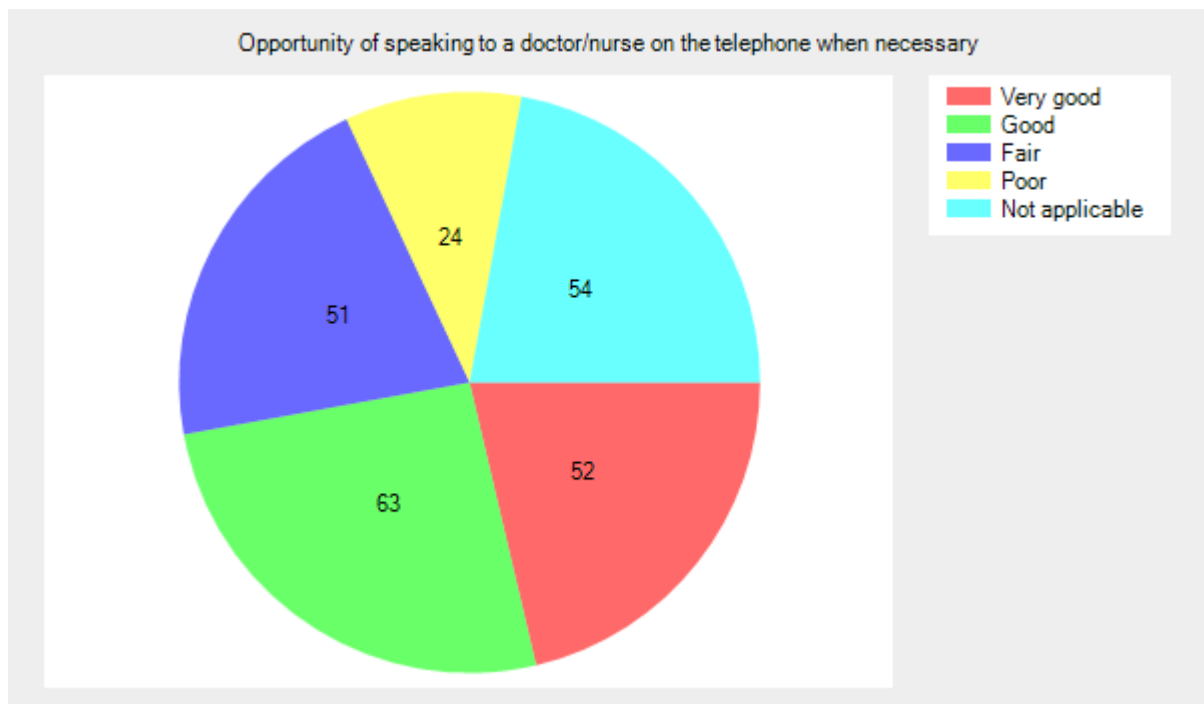
**Satisfaction with the day/time arranged for your appointment**

- Very good - **114** (46.7%).
- Good - **77** (31.6%).
- Fair - **33** (13.5%).
- Poor - **13** (5.3%).
- Not applicable - **6** (2.5%).
- No response - **1** (0.4%).



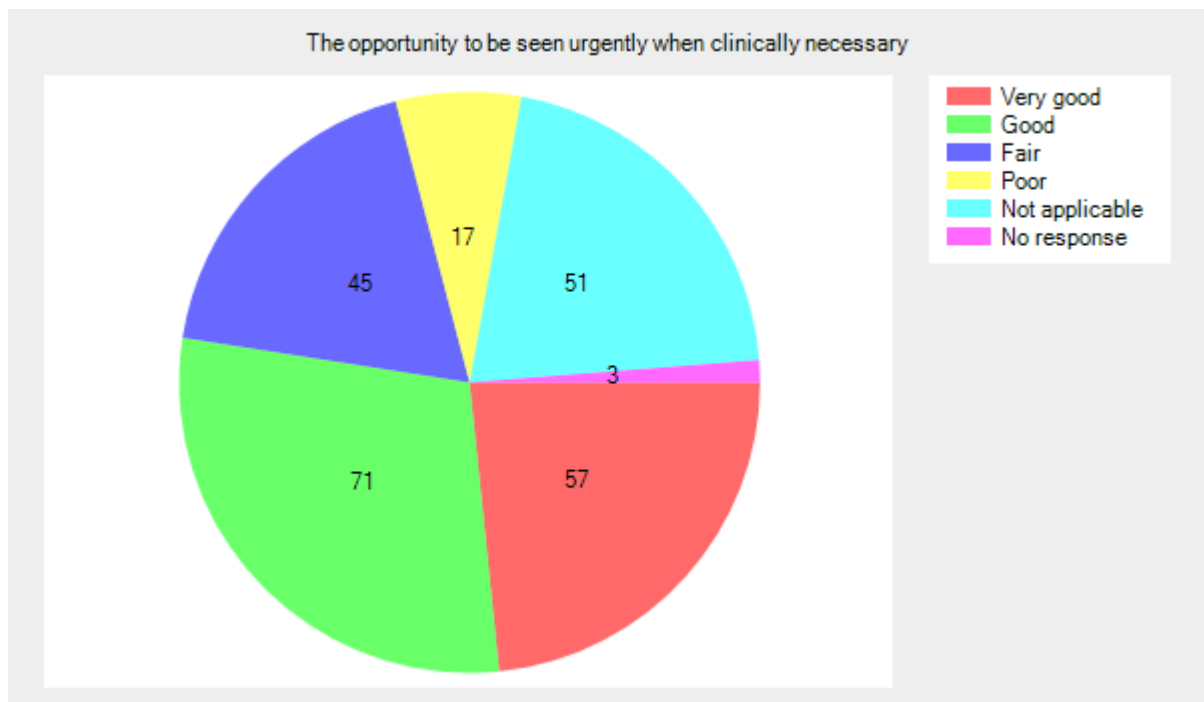
**Opportunity of speaking to a doctor/nurse on the telephone when necessary**

- Very good - **52** (21.3%).
- Good - **63** (25.8%).
- Fair - **51** (20.9%).
- Poor - **24** (9.8%).
- Not applicable - **54** (22.1%).
- No response - **0** (0.0%).



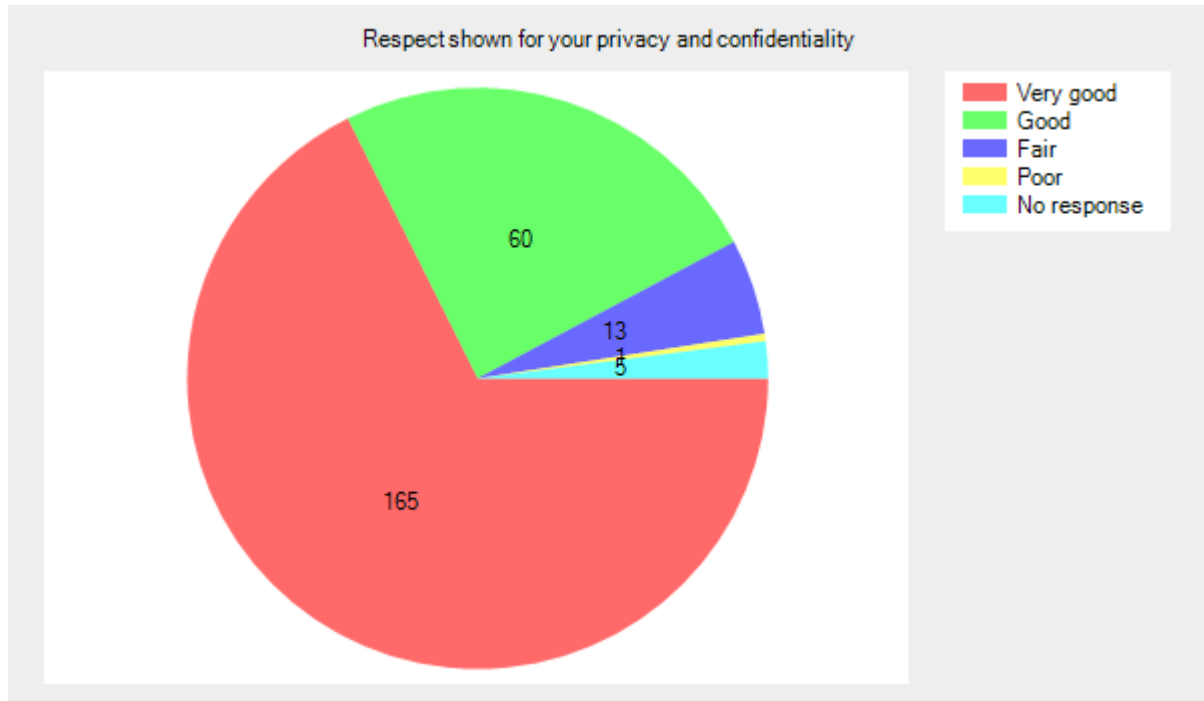
### The opportunity to be seen urgently when clinically necessary

- Very good - **57** (23.4%).
- Good - **71** (29.1%).
- Fair - **45** (18.4%).
- Poor - **17** (7.0%).
- Not applicable - **51** (20.9%).
- No response - **3** (1.2%).



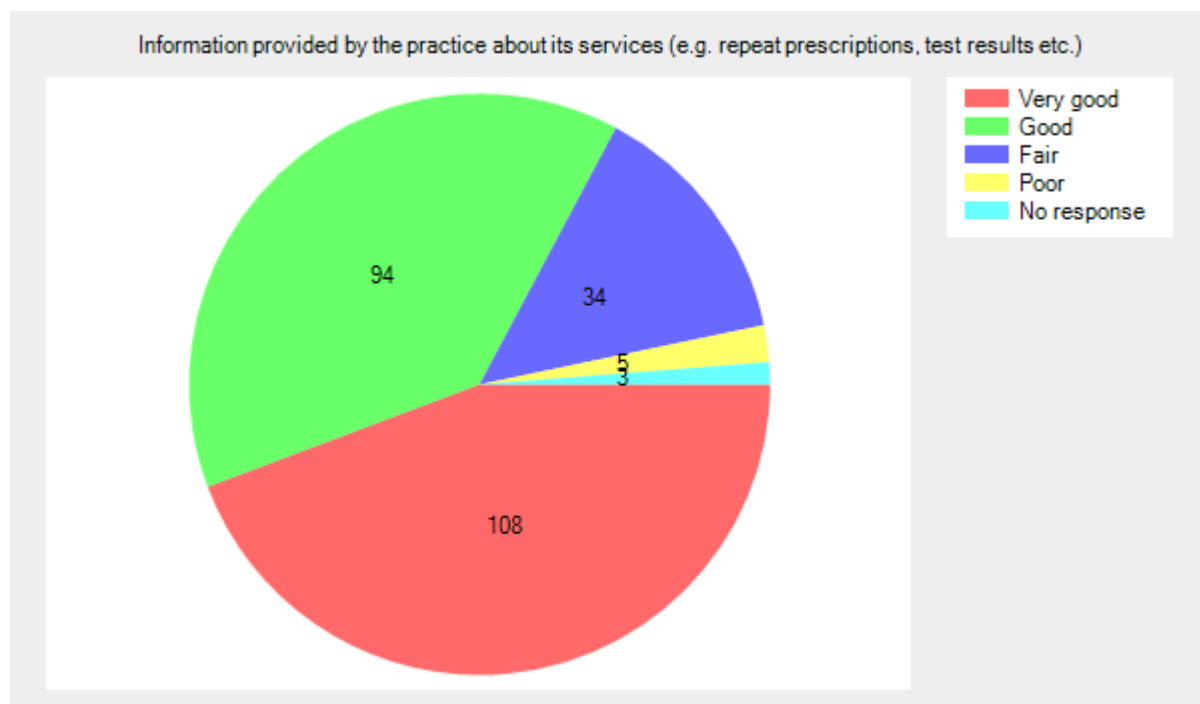
### Respect shown for your privacy and confidentiality

- Very good - **165** (67.6%).
- Good - **60** (24.6%).
- Fair - **13** (5.3%).
- Poor - **1** (0.4%).
- No response - **5** (2.0%).



**Information provided by the practice about its services (e.g. repeat prescriptions, test results etc.)**

- Very good - **108** (44.3%).
- Good - **94** (38.5%).
- Fair - **34** (13.9%).
- Poor - **5** (2.0%).
- No response - **3** (1.2%).



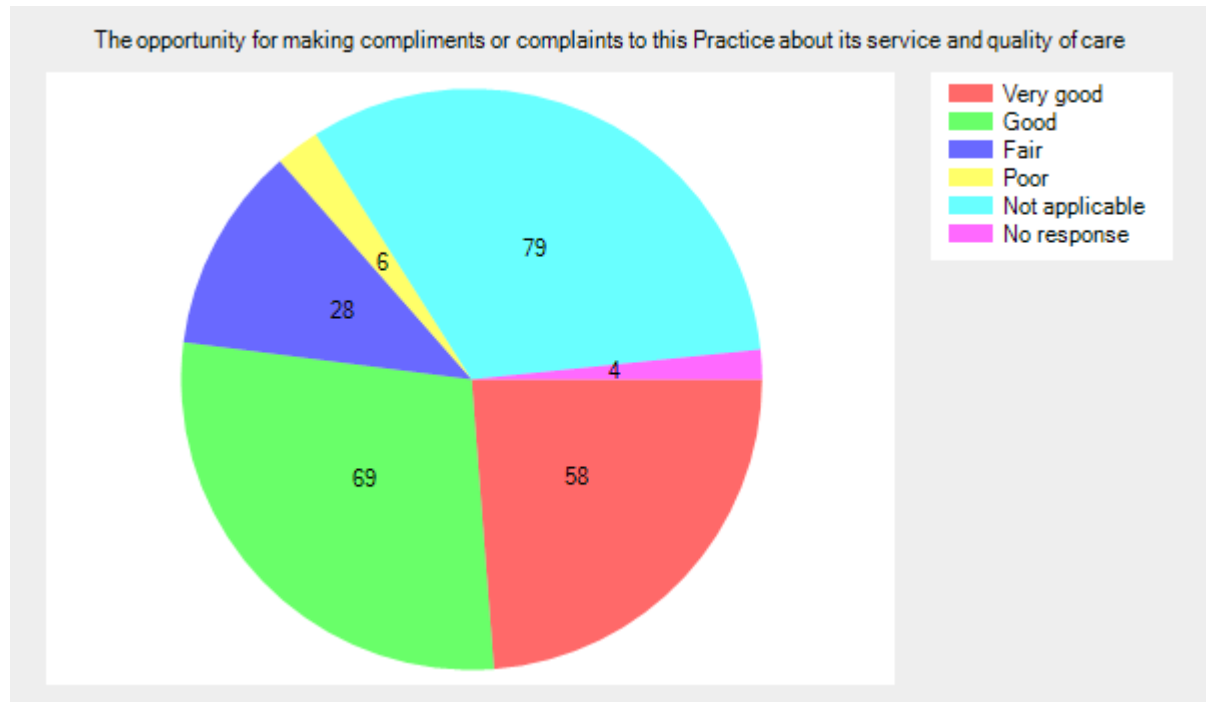
### The recommendation I would give to my friends about this Practice

- Very good - **114** (46.7%).
- Good - **95** (38.9%).
- Fair - **29** (11.9%).
- Poor - **5** (2.0%).
- No response - **1** (0.4%).



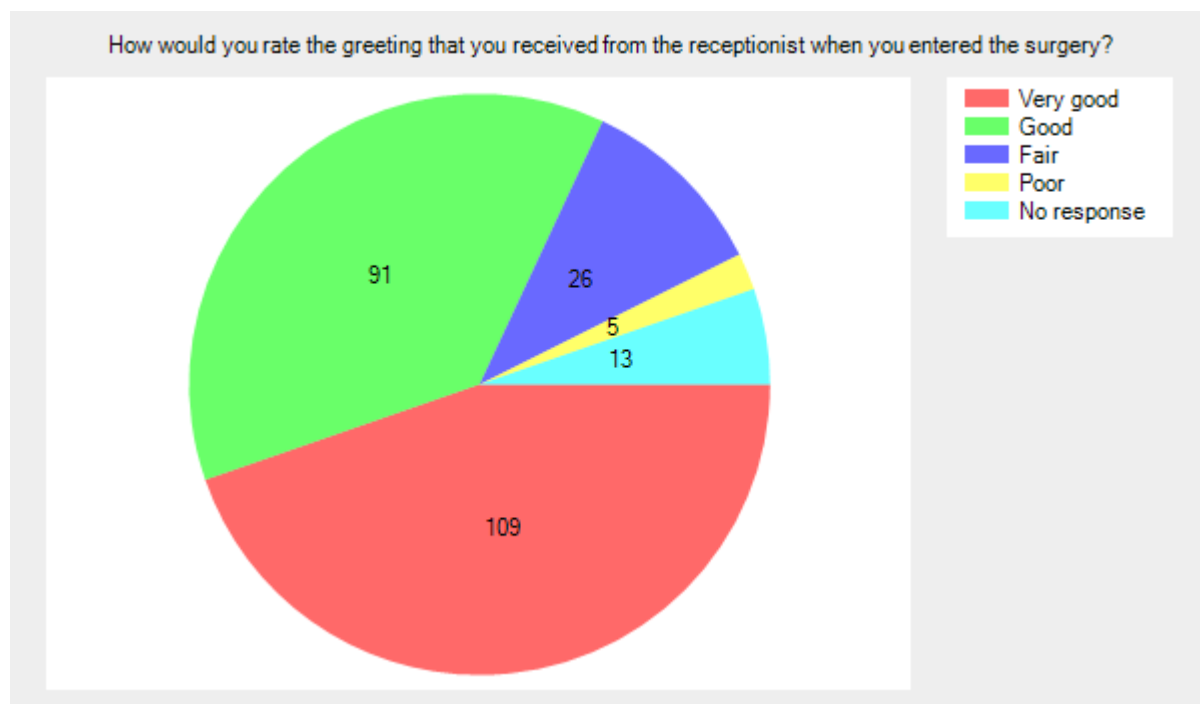
The opportunity for making compliments or complaints to this Practice about its service and quality of care

- Very good - **58** (23.8%).
- Good - **69** (28.3%).
- Fair - **28** (11.5%).
- Poor - **6** (2.5%).
- Not applicable - **79** (32.4%).
- No response - **4** (1.6%).



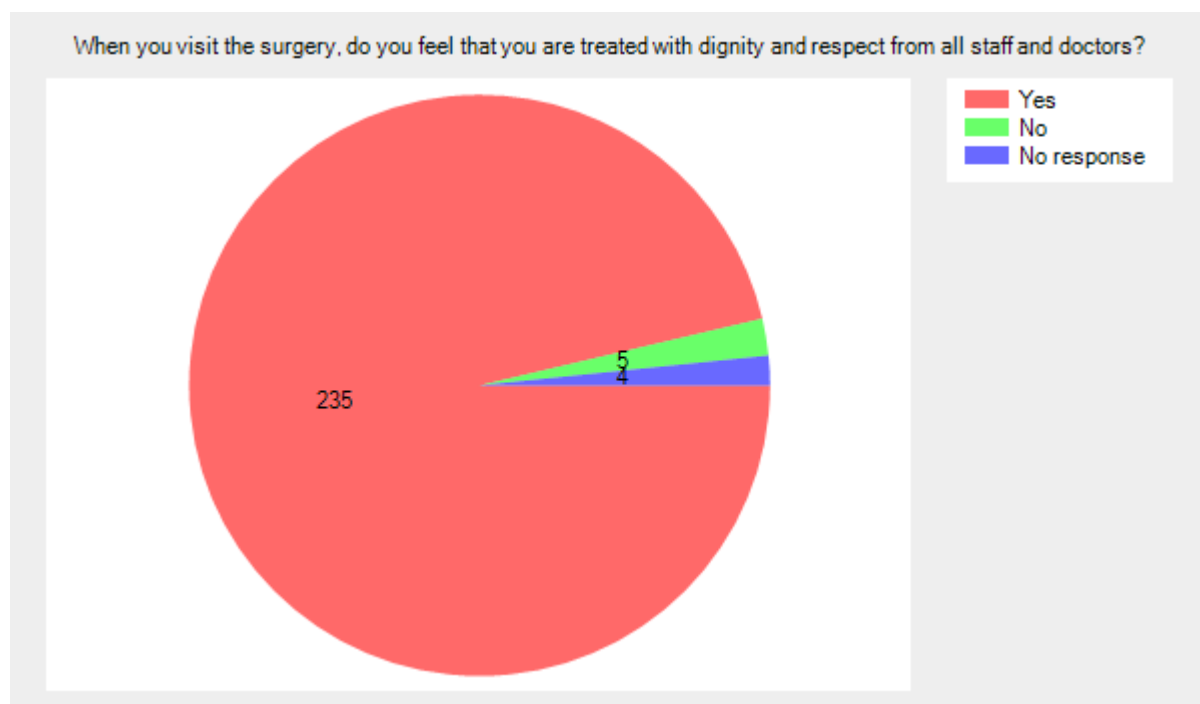
**How would you rate the greeting that you received from the receptionist when you entered the surgery?**

- Very good - **109** (44.7%).
- Good - **91** (37.3%).
- Fair - **26** (10.7%).
- Poor - **5** (2.0%).
- No response - **13** (5.3%).



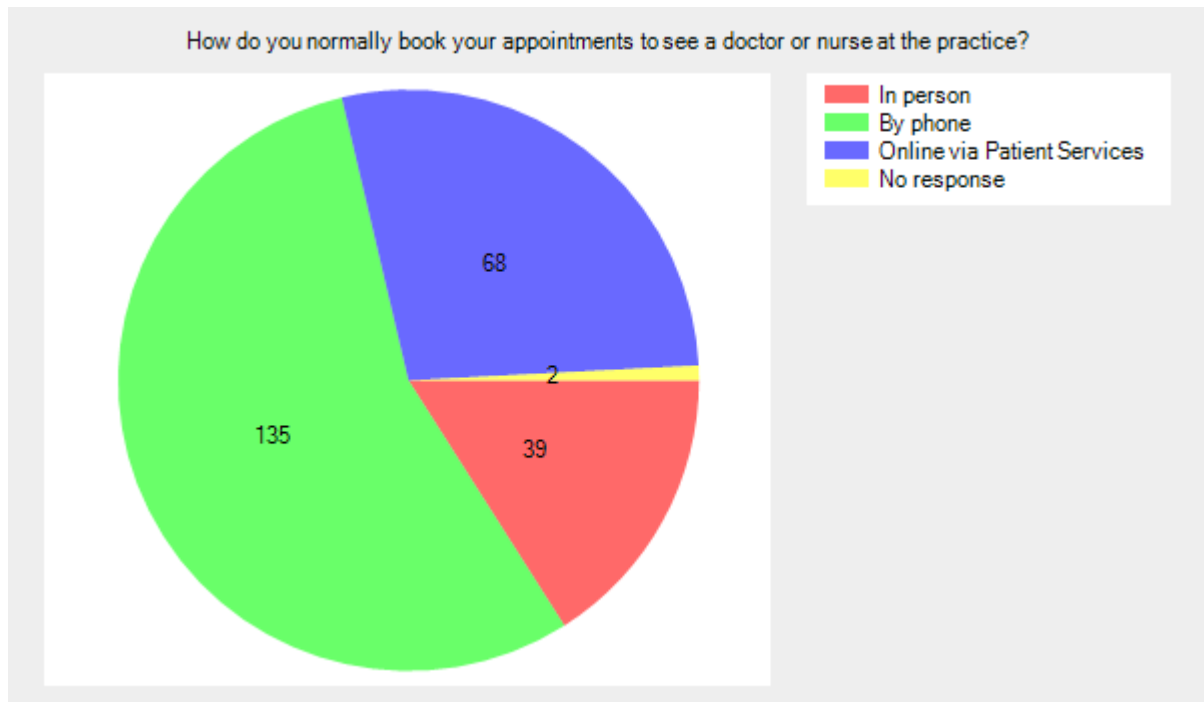
**When you visit the surgery, do you feel that you are treated with dignity and respect from all staff and doctors?**

- Yes - **235** (96.3%).
- No - **5** (2.0%).
- No response - **4** (1.6%).



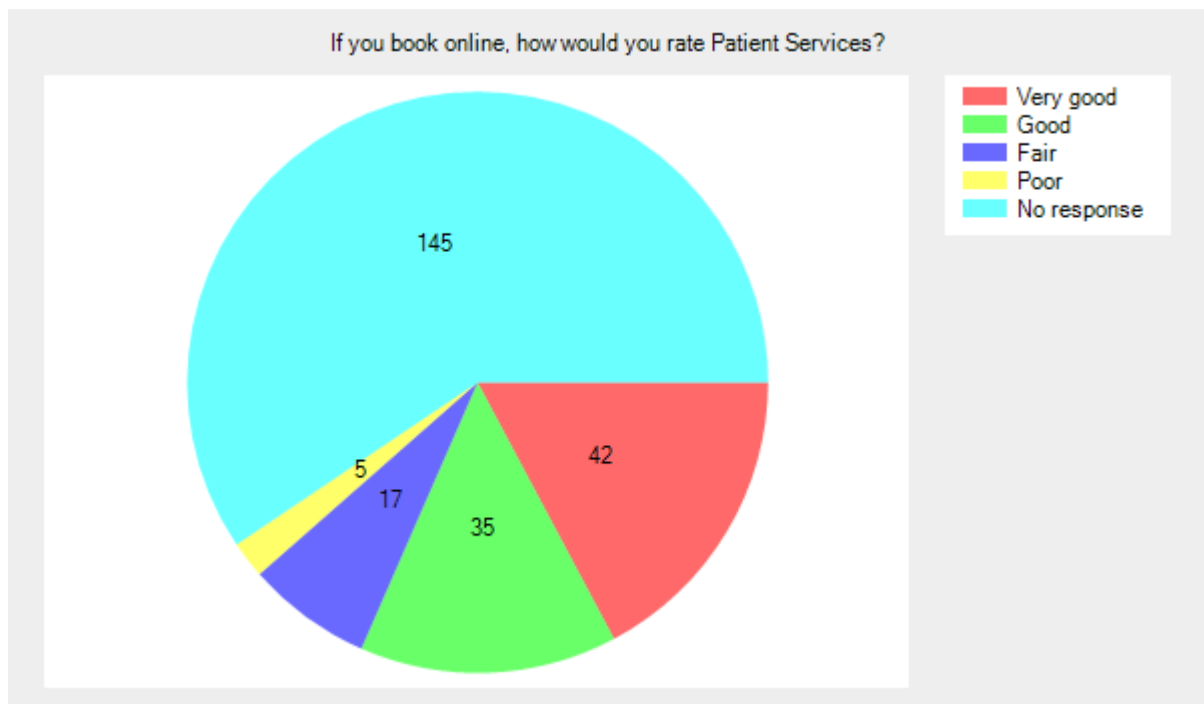
**How do you normally book your appointments to see a doctor or nurse at the practice?**

- In person - **39** (16.0%).
- By phone - **135** (55.3%).
- Online via Patient Services - **68** (27.9%).
- No response - **2** (0.8%).



### **If you book online, how would you rate Patient Services?**

- Very good - **42** (17.2%).
- Good - **35** (14.3%).
- Fair - **17** (7.0%).
- Poor - **5** (2.0%).
- No response - **145** (59.4%).



**If you do not use Patient Services, what prevents you from using this service?**

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

- transport (1)
- Struggled to register and gave up (1)
- Live close - easy to call in (1)
- No access at the moment - will be shortly (1)
- Never tried as yet (1)
- Didn't know about it (1)
- Only just set it up, not needed it yet (1)
- Having to fit around caring for disabled daughter and carers being available (1)
- Currently not needed (1)
- Preference (1)
- Don't see a dr regularly enough to remember login details (1)
- Could not get website to work (1)
- Find it easier by phone (1)
- Doesn't ever work (1)
- I would like to but never remember to express interest at reception for this service (1)
- Easier by phone (1)
- Laziness (1)
- Do not have that service (1)
- I don't feel I need to (1)
- Tried 5 times can't get it to work (1)
- I gave up on it! (1)
- I find it easier to ring in, I prefer it (1)
- Have not tried (1)
- No internet access (1)

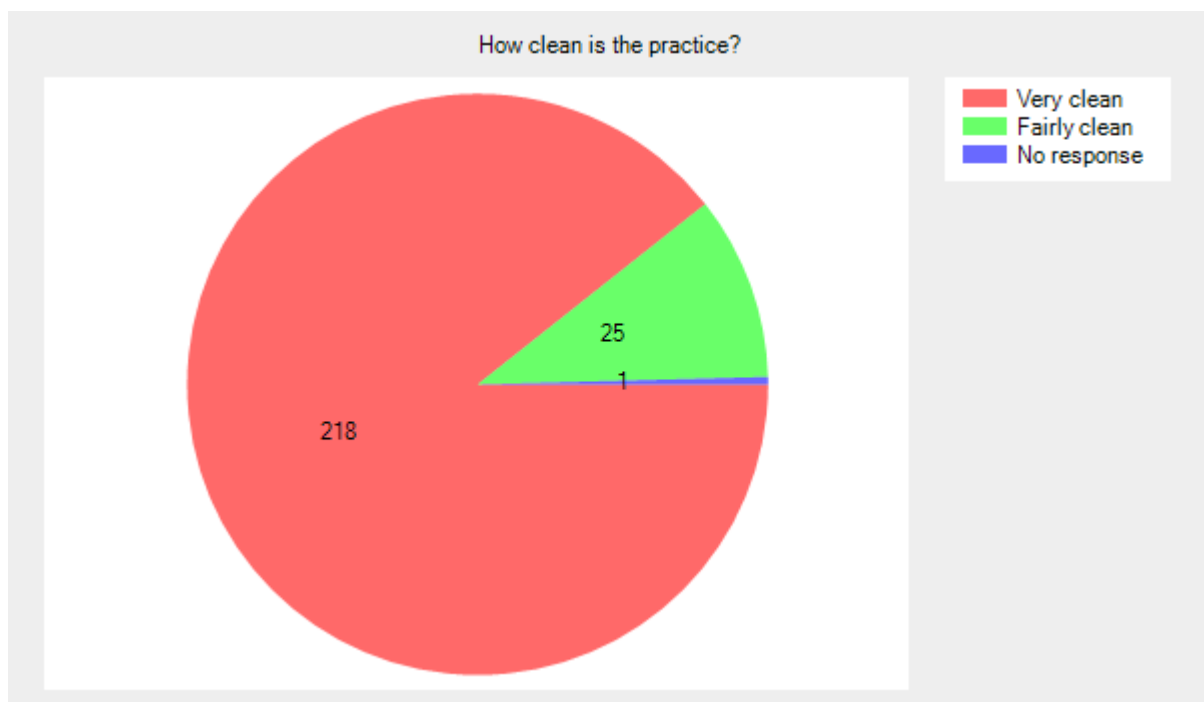


- Have tried but not successful (1)
- No computer (1)
- I haven't had the time to register (1)
- Haven't had time to go in with ID yet (1)
- Could not get it to work (1)
- Unaware (1)
- Not applicable - so far! (1)
- No internet (1)
- Because I think human contact via telephone is very important (1)
- No online facilities (1)
- Prefer to talk to someone (1)
- I have tried and can't do it (1)
- I have just signed up as I needed to into the surgery with two lots of documentation and I hadn't been to the surgery in a while to take it in. (1)
- No computer (2)
- No idea how to use this service (1)
- No need (1)
- n/a (1)
- Not all appointment are on line (1)
- No internet access at the moment (1)
- No computer!!!! (1)
- No changes needed (1)
- Not set up (1)
- Able to come in person (1)
- Easier to use telephone (1)
- N/A (1)
- Unable to access it! (1)
- Can only do one member of family on email (1)
- Not computer literate (1)
- Haven't done it yet but will be soon (1)
- Just not got around to it (1)
- Don't know how to (1)
- I just prefer to phone (1)
- Not yet considered it (1)
- No reason - will apply at some stage (1)
- Keep forgetting to sign up for it (1)
- I try to avoid using computer wherever possible (1)
- Always have difficulty finding an appointment within a few days okay if you are prepared to wait 2 weeks or more (1)
- Quicker to book in person (3)
- Tend to avoid as receptionists can be rude. No ordering prescriptions via phone which makes life very difficult when working full time and living a very busy life, phone calls make it easy when difficult online or posting. all these silly changes makes GP surgery's not a place people feel comfortable visiting or using. (1)
- Don't know enough about the service (1)
- Didn't know it existed - will look into (1)
- Not required (1)
- Because I have not registered online (1)
- Didn't know was available (1)
- Not necessary (1)

- lack of awareness of being able to book online, not sure how specific you can be about getting the doctor I want but likely to try it out as trying to book an appointment by telephone is terrible, ringing up at 8am gets no answer and when you do all appointments are gone and unable to book for the next day. (1)
- Easier to call (1)
- It changed system and I've not been able to log in since (1)
- Don't know about Patient Services (1)
- very rarely come to the doctors - but will try online next time (1)
- Haven't got round to it as hardly visit the GP (1)
- Need to register (1)
- not sure how to sign up (1)
- Not Sure (1)

### How clean is the practice?

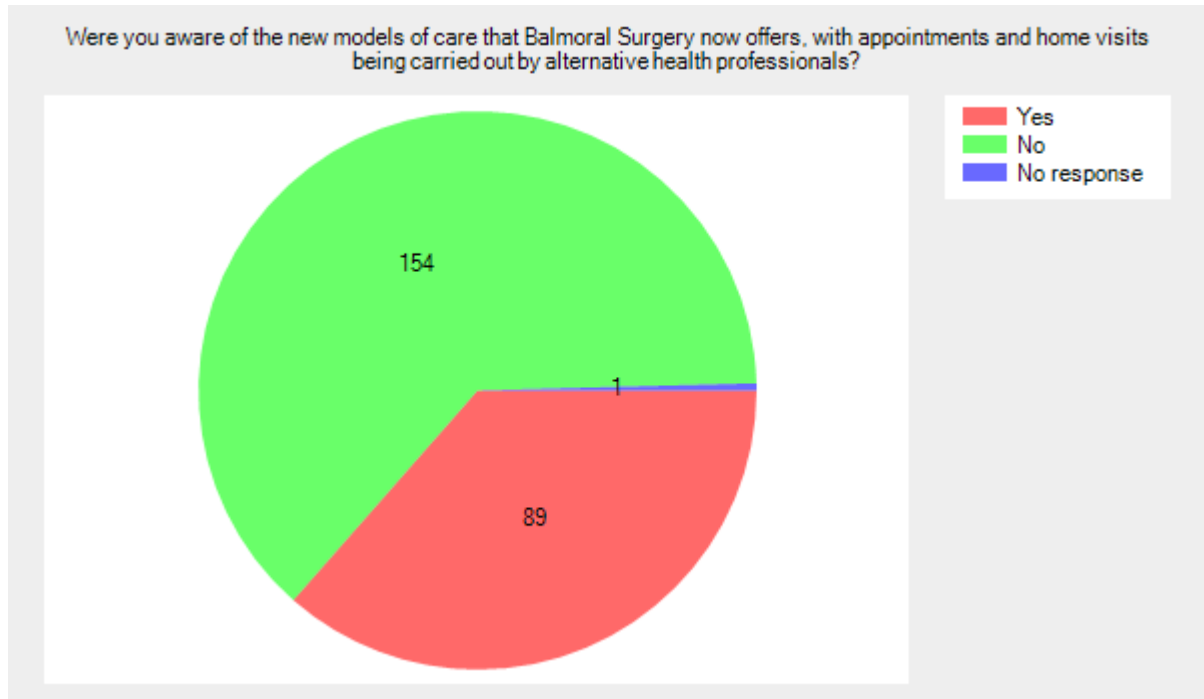
- Very clean - **218** (89.3%).
- Fairly clean - **25** (10.2%).
- Not very clean - **0** (0.0%).
- Not at all clean - **0** (0.0%).
- No response - **1** (0.4%).



**Due to the difficulties in recruiting GPs and strains on resources within General Practices, Balmoral Surgery has recently employed a Paramedic Practitioner who is based in the surgery for appointments and home visits. New models of care are being trialled within General Practice to ensure that valuable GP time is used in the most effective way.**

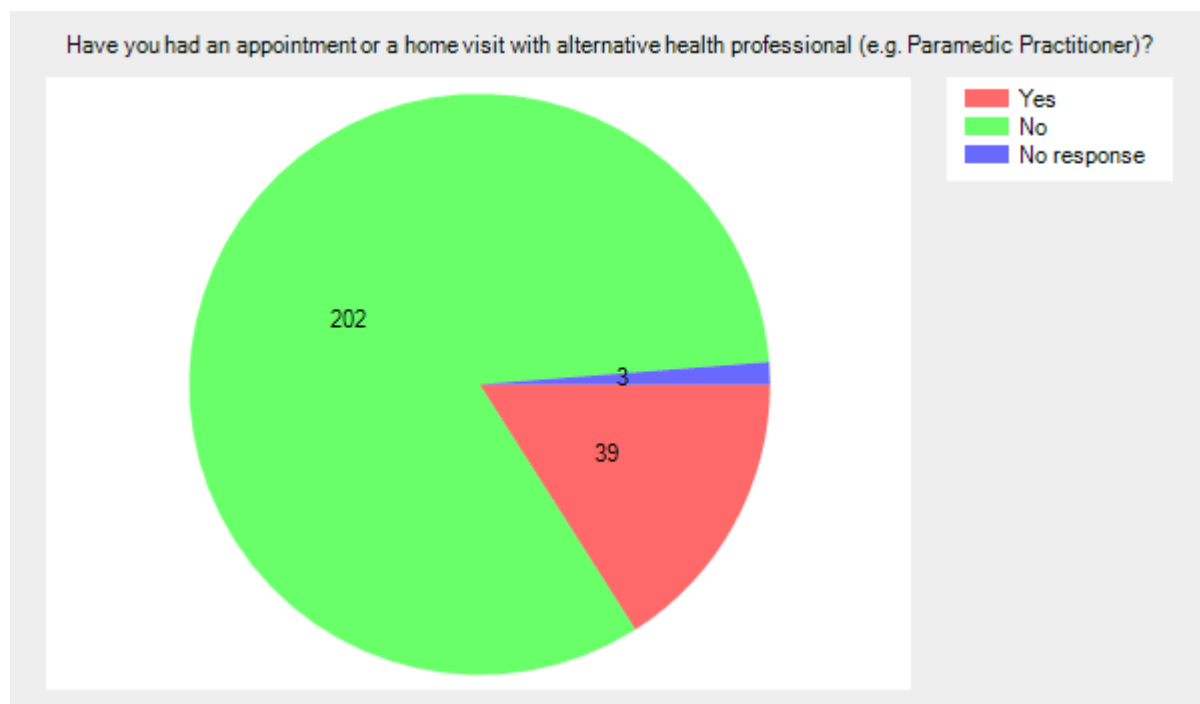
**Were you aware of the new models of care that Balmoral Surgery now offers, with appointments and home visits being carried out by alternative health professionals?**

- Yes - **89** (36.5%).
- No - **154** (63.1%).
- No response - **1** (0.4%).



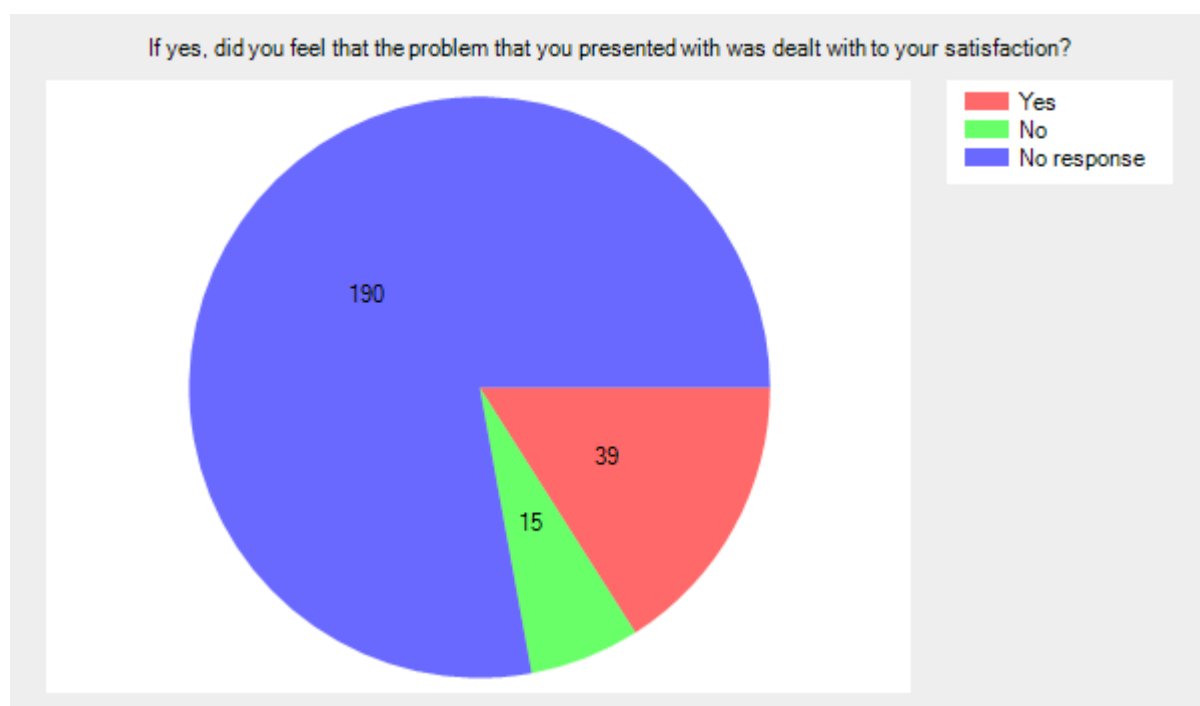
**Have you had an appointment or a home visit with alternative health professional (e.g. Paramedic Practitioner)?**

- Yes - **39** (16.0%).
- No - **202** (82.8%).
- No response - **3** (1.2%).



**If yes, did you feel that the problem that you presented with was dealt with to your satisfaction?**

- Yes - **39** (16.0%).
- No - **15** (6.1%).
- No response - **190** (77.9%).



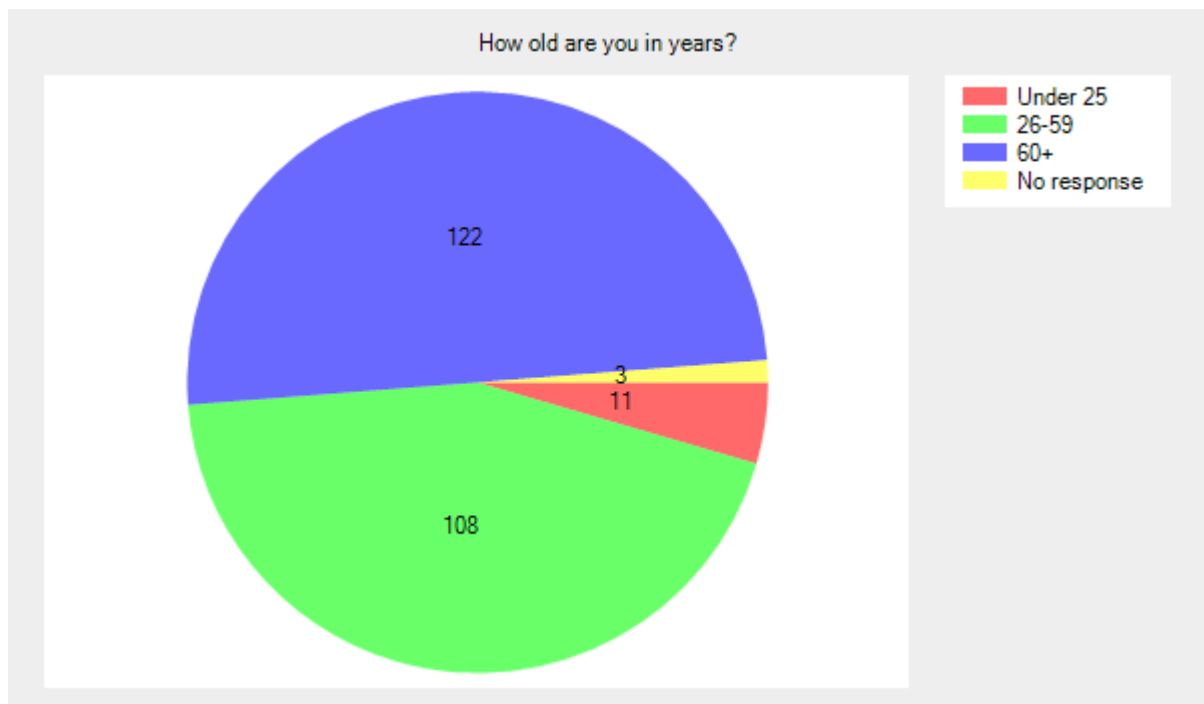
**Any comments about how this practice could improve its service?**

This is a free-text question, so analysis cannot be performed.

**The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify personal responses.**

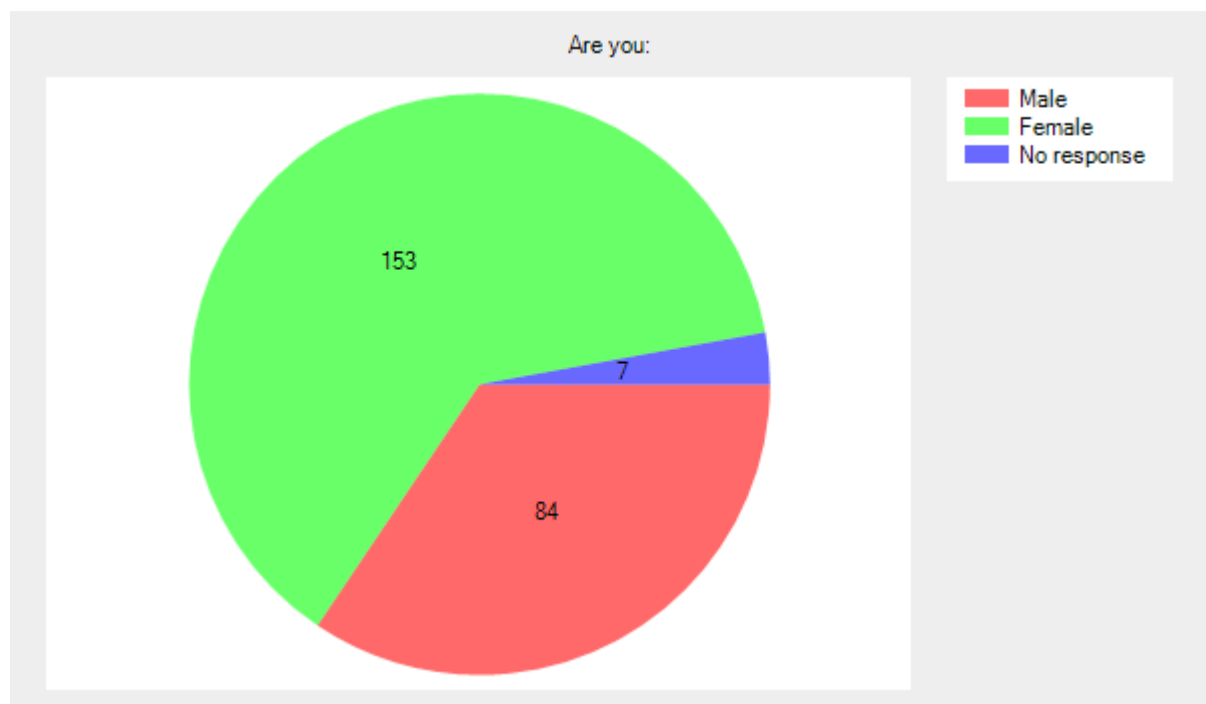
**How old are you in years?**

- Under 25 - **11** (4.5%).
- 26-59 - **108** (44.3%).
- 60+ - **122** (50.0%).
- No response - **3** (1.2%).



**Are you:**

- Male - **84** (34.4%).
- Female - **153** (62.7%).
- No response - **7** (2.9%).



**Thank you for your time and assistance**