



Westcourt Patient Questionnaire December '14 to January '15 RESPONSES

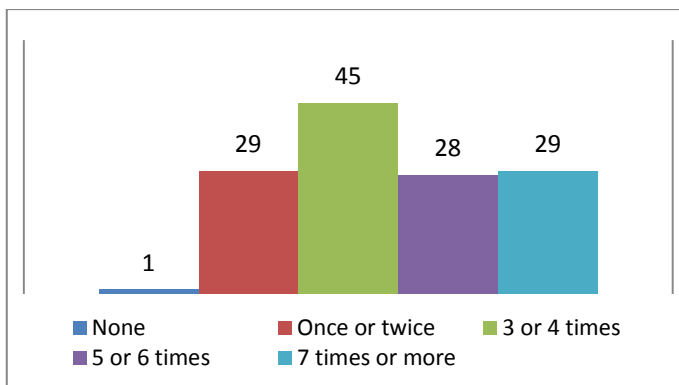
Dear Patient,

Thank you to those who completed and returned our Patient Questionnaire for December 2014 and January 2015. We had 134 questionnaires returned in total so, again, thank you for taking the time to let us know your thoughts. Results below.

We asked you:

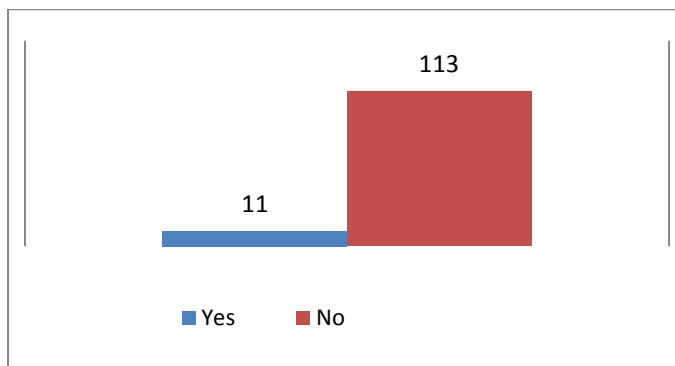
Access to the Practice

In the past 12 months, how many times have you seen a doctor/nurse from your practice?



None	1%
Once or twice	22%
3 or 4 times	34%
5 or 6 times	21%
7 times or more	22%

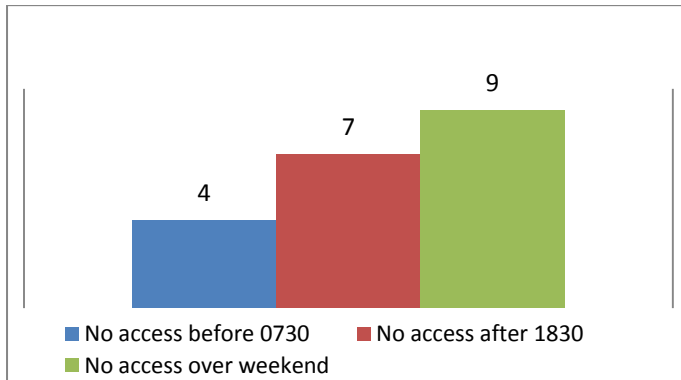
In the past 12 months, have you ever put off going to see a doctor/nurse because the opening times at the practice are inconvenient for you?



Yes	9%
No	91%



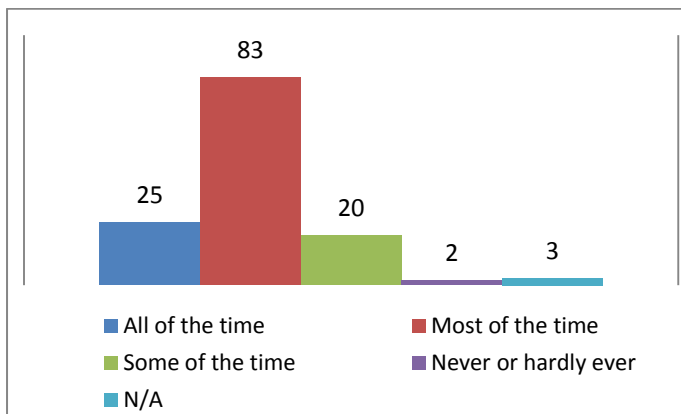
If Yes, please expand:



No access before 0730	20%
No access after 1830	35%
No access over weekend	45%

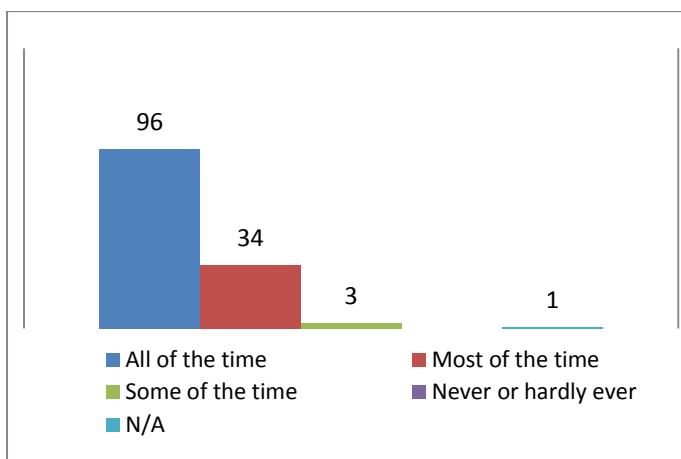
Practice Matters

Can you get through via the telephone to the Practice within a satisfactory time?



All of the time	19%
Most of the time	62%
Some of the time	15%
Never or hardly ever	2%
N/A	2%

Are the receptionists as helpful as you think they should be?



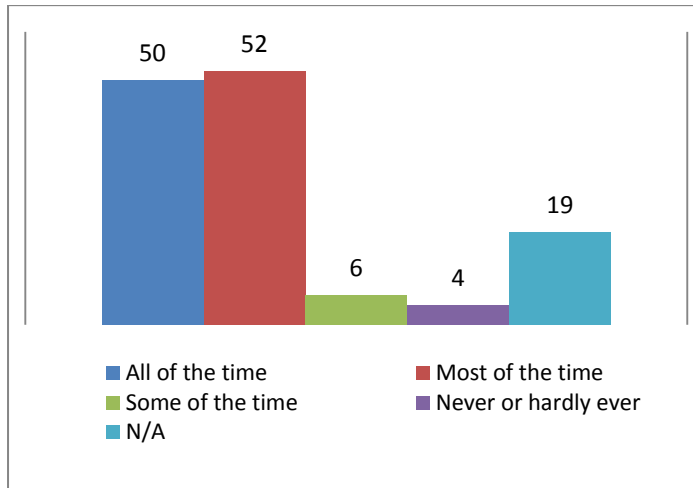
All of the time	72%
Most of the time	25%
Some of the time	2%
Never or hardly ever	0%
N/A	1%

Dr Matthew Taylor-Roberts
 Dr Glyn Williams
 Dr Emma Tilley

Dr Greg Middleton
 Dr Sue Wormsley
 Dr Elke Van Diest

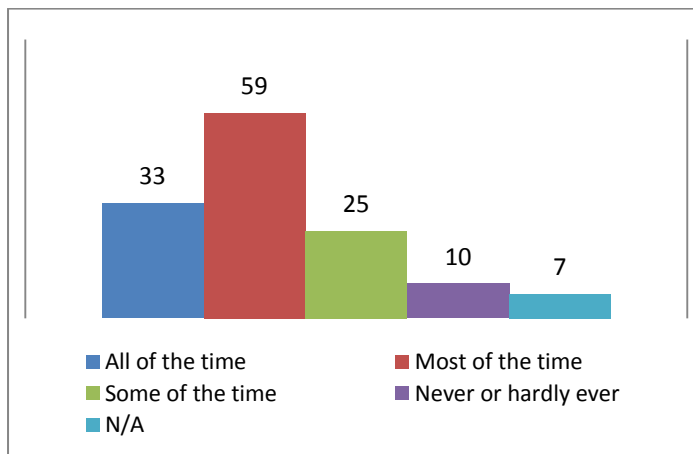


Is it easy to speak with a doctor or nurse over the telephone?



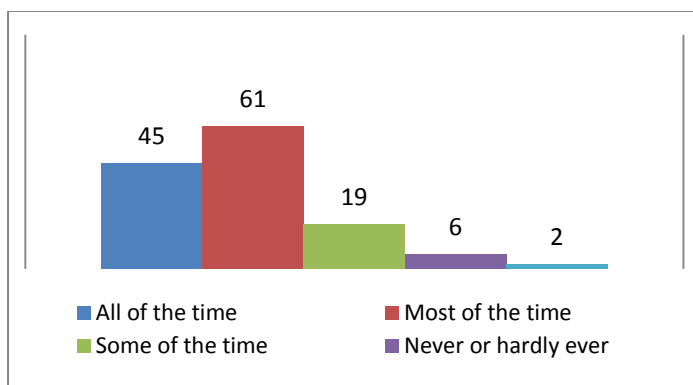
All of the time	38%
Most of the time	40%
Some of the time	5%
Never or hardly ever	3%
N/A	14%

Are you able to book a same day appointment when you need one?



All of the time	25%
Most of the time	44%
Some of the time	19%
Never or hardly ever	7%
N/A	5%

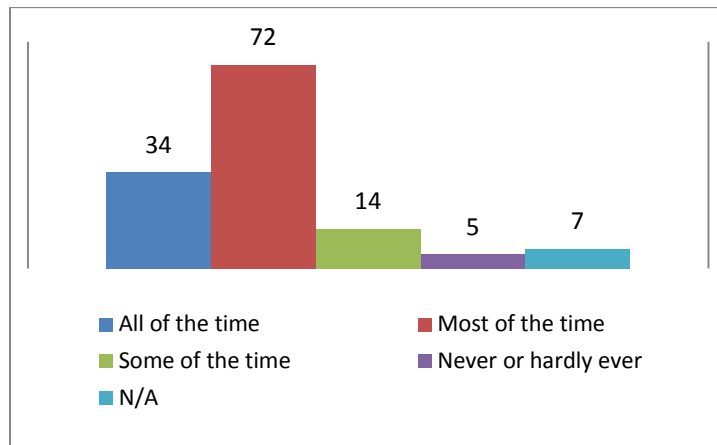
Are you able to book an appointment in advance when you need one?



All of the time	33%
Most of the time	45%
Some of the time	12%
Never or hardly ever	5%
N/A	5%

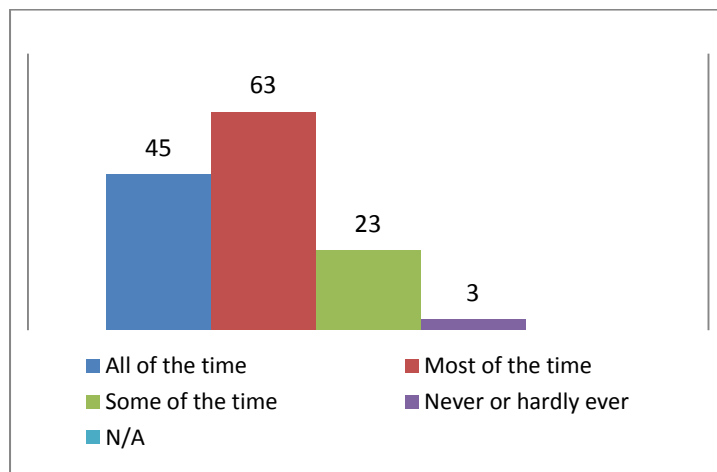


Are you able to see a doctor/nurse of your choice?



All of the time	26%
Most of the time	55%
Some of the time	11%
Never or hardly ever	4%
N/A	4%

Does your appointment start on time or within 10 minutes of the appointment time?



All of the time	34%
Most of the time	47%
Some of the time	17%
Never or hardly ever	2%
N/A	0%

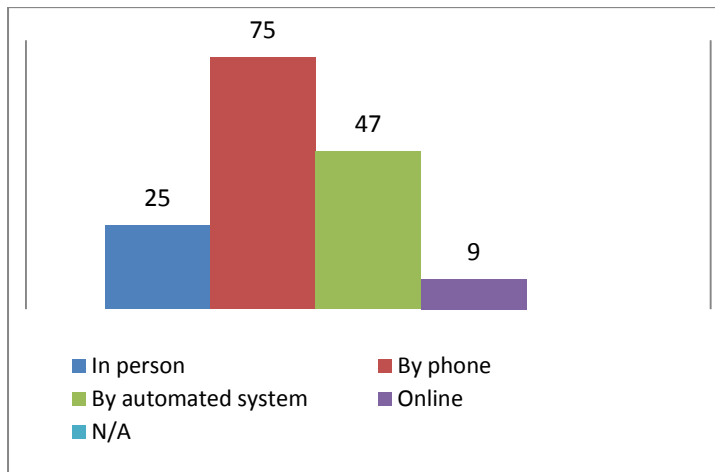
How far in advance would you like to be able to book an appointment?

Patient suggestions:

2 Weeks; 1 Week; 2 days; same week; 1/2 weeks; 2-3 days; surely this depends on the reason for future appointments; 2-3 weeks especially if required by the doctor; 1-3 months; depends how unwell I feel; It works fine as it is; one month; 3 or 4 days (1week); 3 months; Everything is fine; 12 weeks; for acute 24 hrs - other 3-4 days; 6 months; same day; most of the time within a day or so; 2 months; 7-10 days; as necessary; 24 hours;

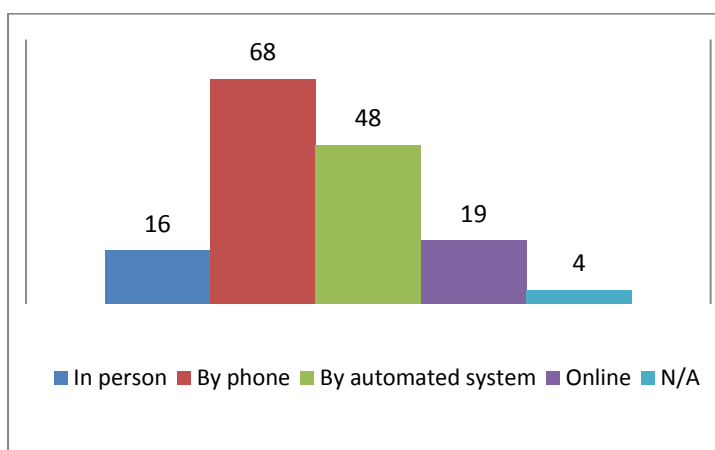


How do you normally book your appointments at the practice?



In person	16%
By phone	48%
Automated system	30%
Online	6%
N/A	0%

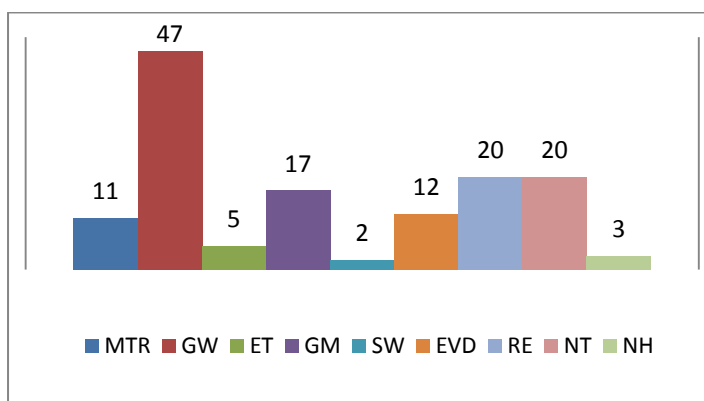
How would you prefer to book your appointments?



In person	10%
By phone	44%
Automated system	31%
Online	12%
N/A	3%

Practice Matters

Which GP do you see most often?



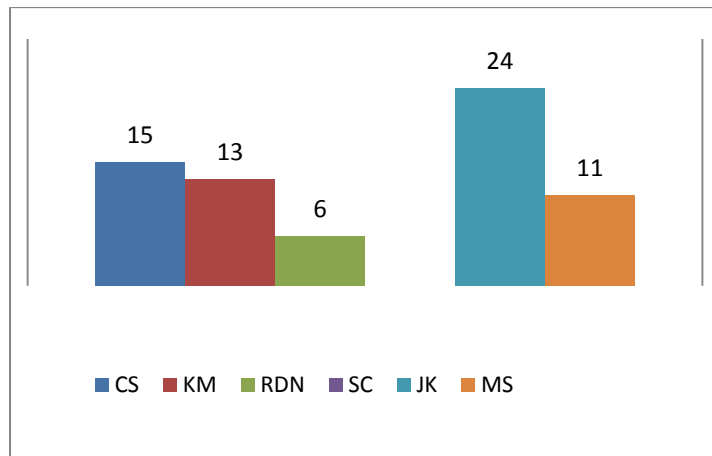
Dr Taylor-Roberts	8%
Dr Williams	34%
Dr Tilley	4%
Dr Middleton	12%
Dr Wormsley	1%
Dr Van Diest	9%
Dr Ezewuzie	15%
Dr Torry	15%
Dr Hogg	2%

Dr Matthew Taylor-Roberts
 Dr Glyn Williams
 Dr Emma Tilley

Dr Greg Middleton
 Dr Sue Wormsley
 Dr Elke Van Diest

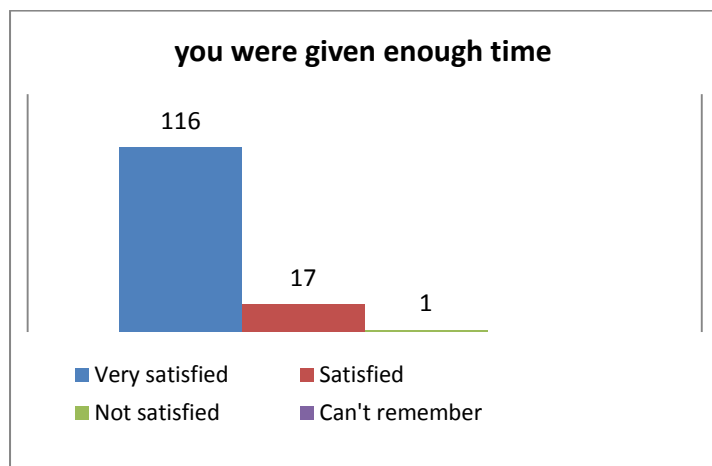


Which Nurse/HCA do you see most often?

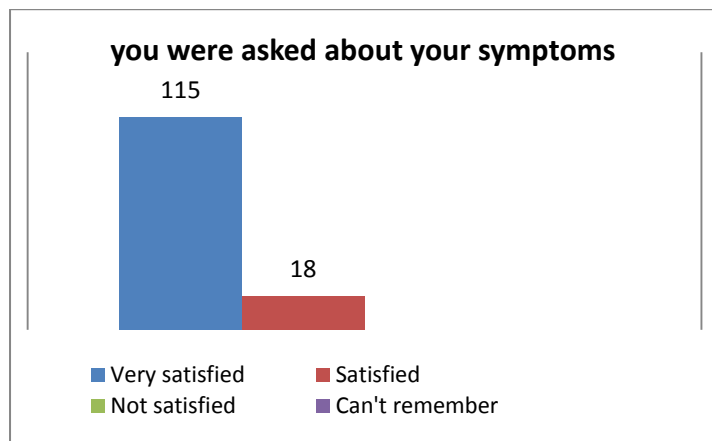


Nurse Caroline	21%
Nurse Karen	19%
Nurse Rona	9%
Nurse Sharon	0%
HCA Jane	35%
HCA Marilyn	16%

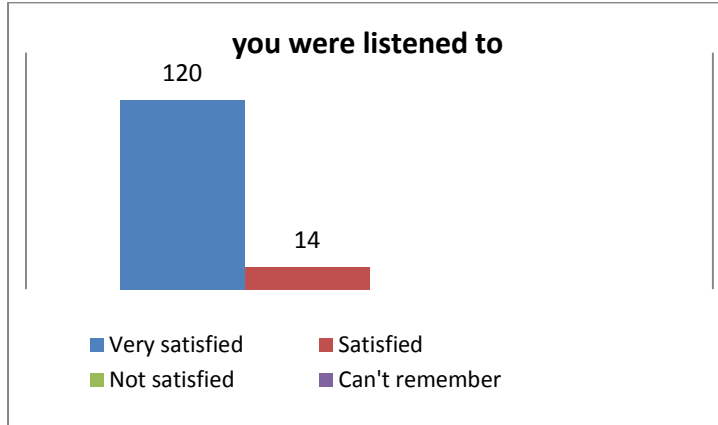
The last time you saw a GP, how satisfied were you with the following?



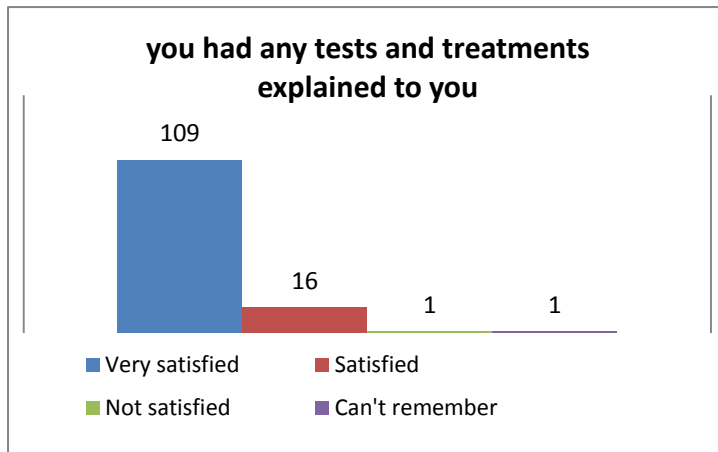
Very satisfied	87%
Satisfied	12%
Not satisfied	1%
Can't remember	0%



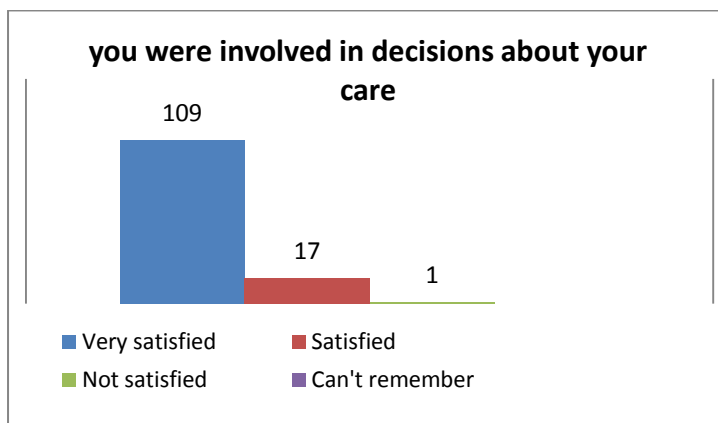
Very satisfied	86%
Satisfied	14%
Not satisfied	0%
Can't remember	0%



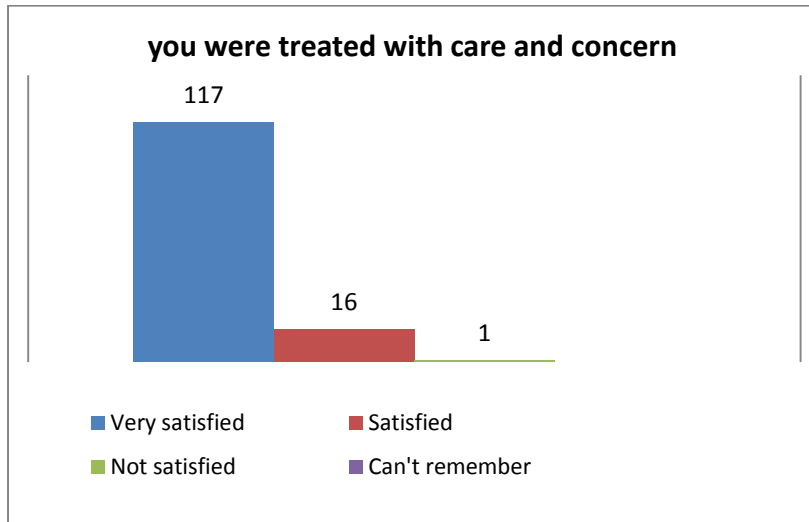
Very satisfied	86%
Satisfied	13%
Not satisfied	1%
Can't remember	0%



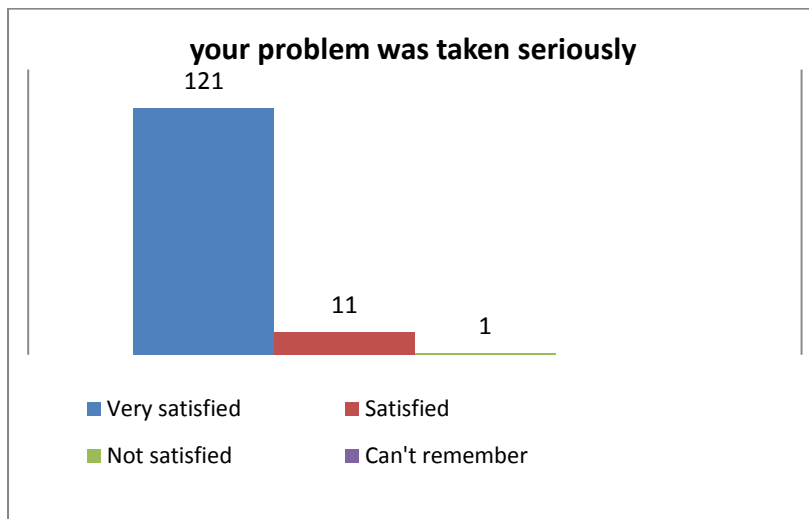
Very satisfied	90%
Satisfied	10%
Not satisfied	0%
Can't remember	0%



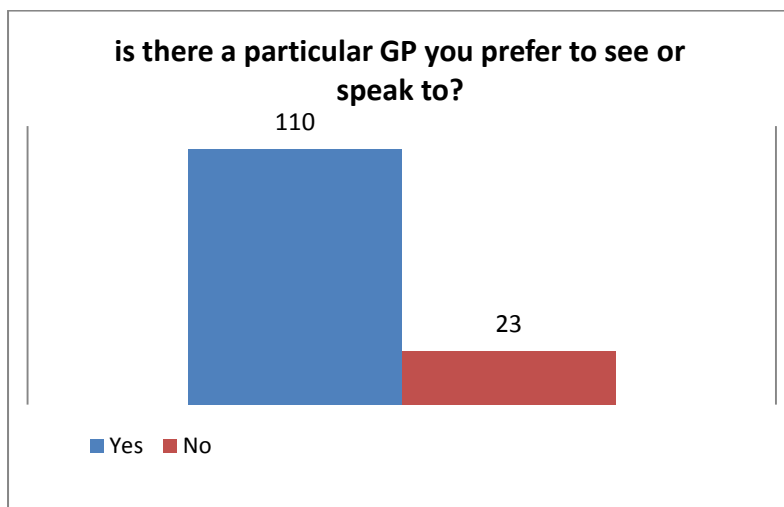
Very satisfied	86%
Satisfied	13%
Not satisfied	1%
Can't remember	0%



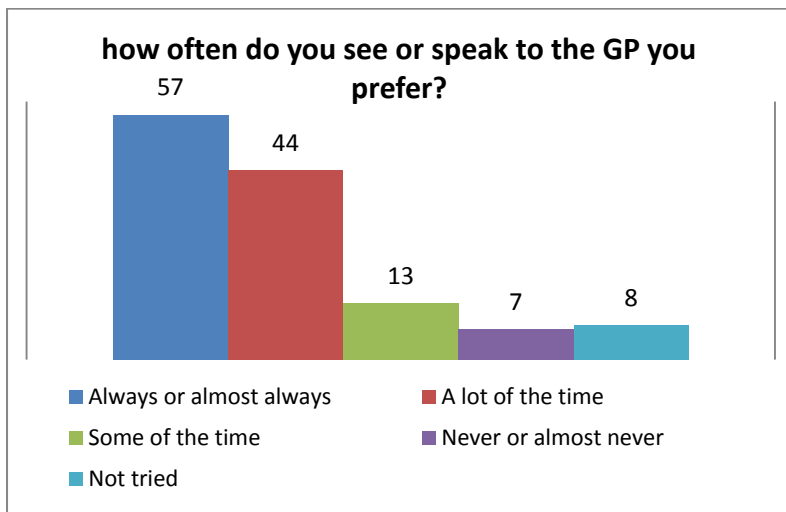
Very satisfied	87%
Satisfied	12%
Not satisfied	1%
Can't remember	0%



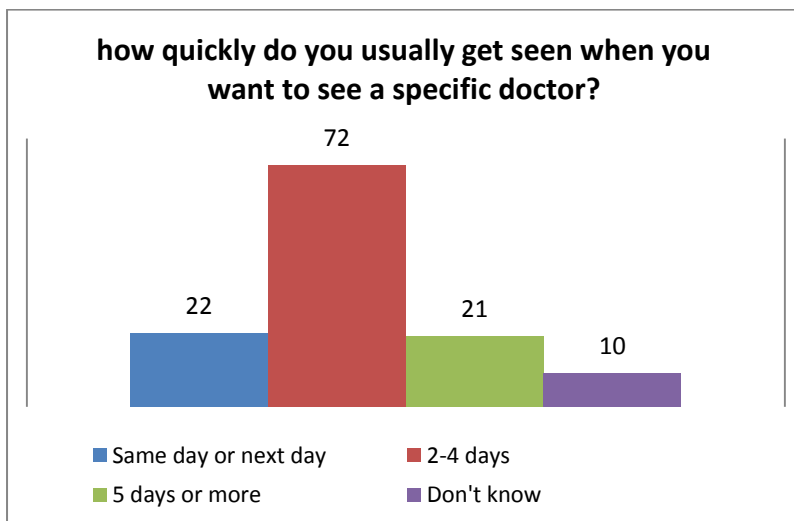
Very satisfied	91%
Satisfied	8%
Not satisfied	1%
Can't remember	0%



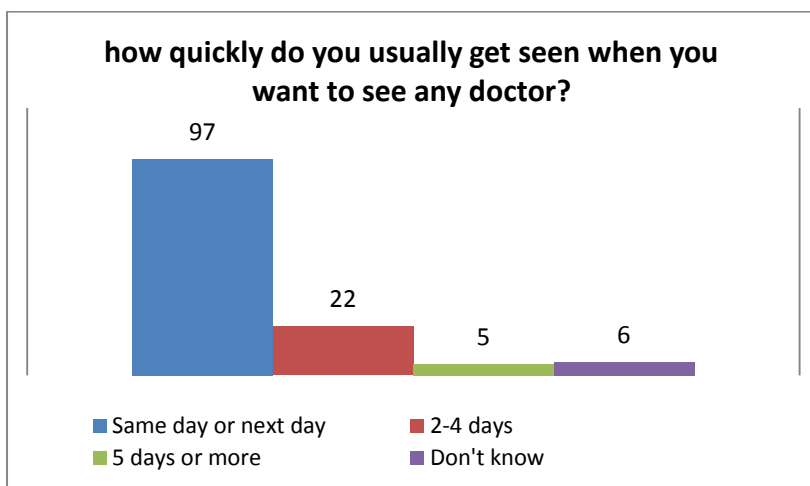
Yes	83%
No	17%



Always or almost always	45%
A lot of the time	34%
Some of the time	10%
Never or almost never	5%
Not tried	6%



Same day or next	18%
2-4 days	58%
5 days or more	17%
Don't know	7%

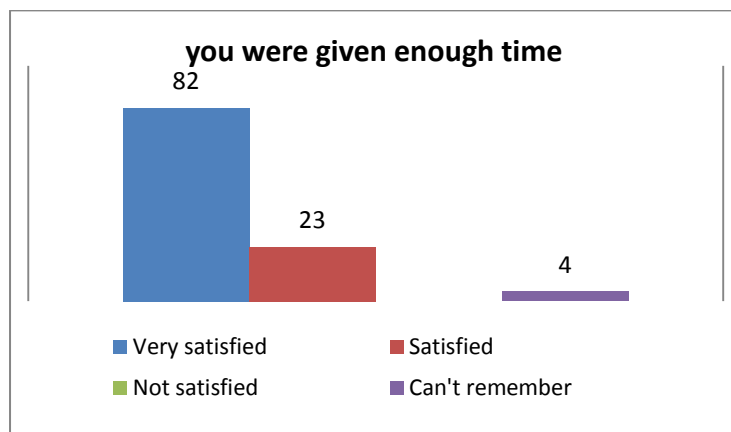


Same day or next	75%
2-4 days	17%
5 days or more	4%
Don't know	4%

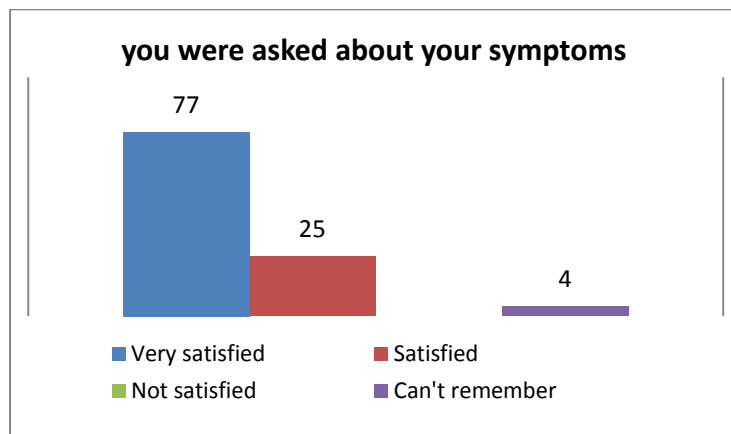


Nurse Experience

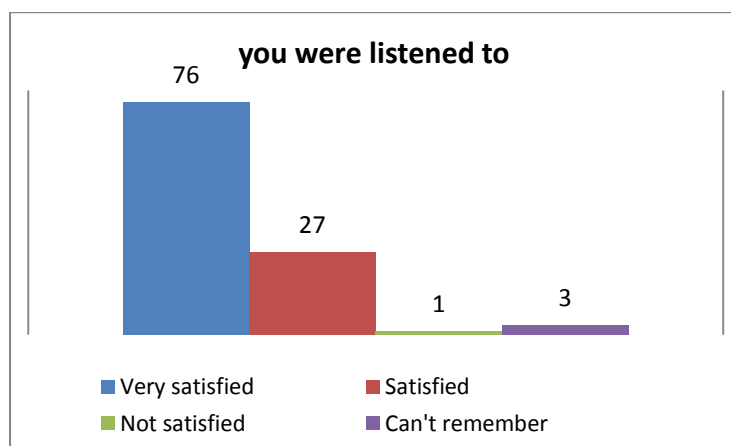
The last time you saw a member of the nursing team, how satisfied were you with the following?



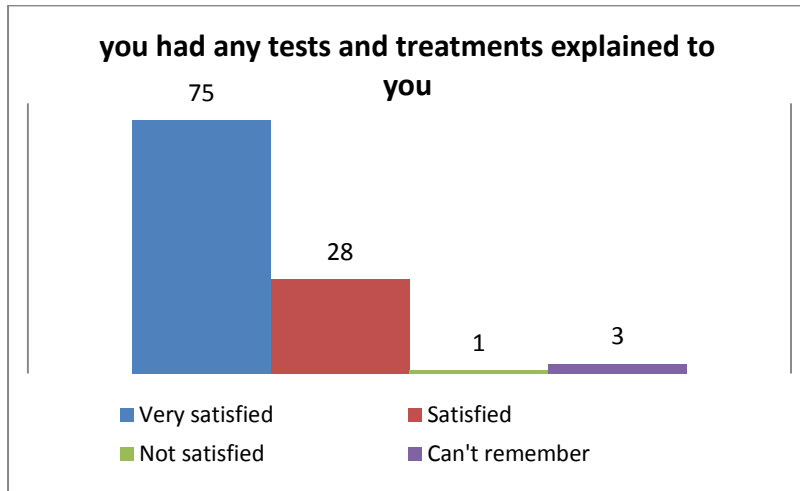
Very satisfied	75%
Satisfied	21%
Not satisfied	0%
Can't remember	4%



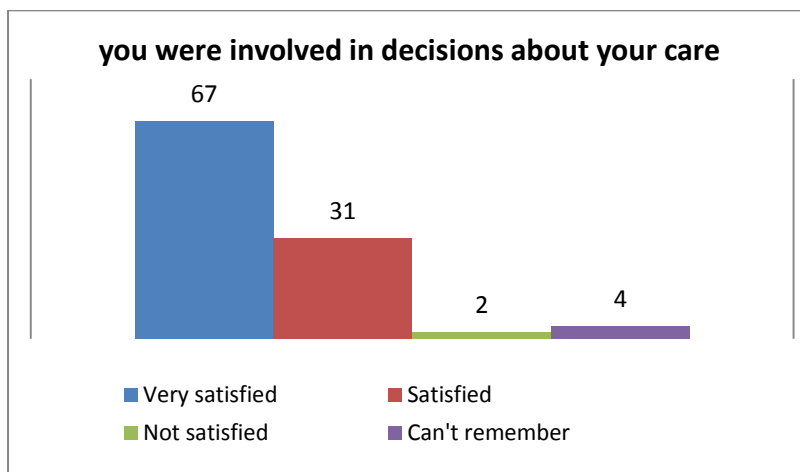
Very satisfied	73%
Satisfied	24%
Not satisfied	0%
Can't remember	4%



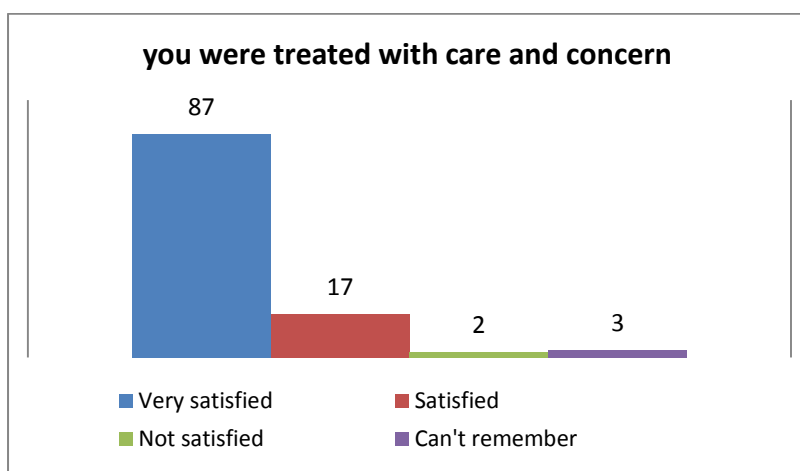
Very satisfied	71%
Satisfied	25%
Not satisfied	1%
Can't remember	3%



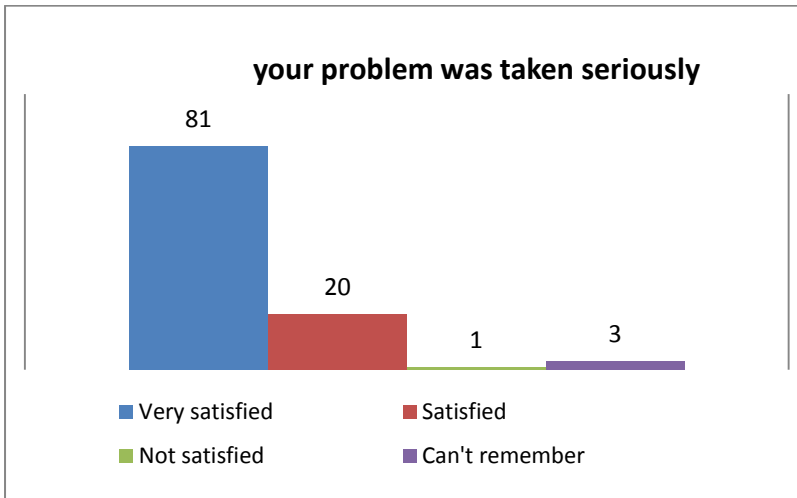
Very satisfied	70%
Satisfied	26%
Not satisfied	1%
Can't remember	3%



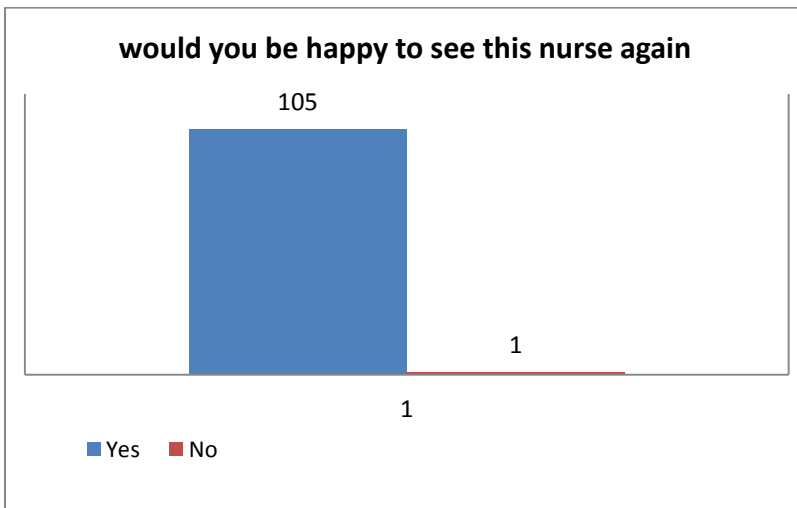
Very satisfied	64%
Satisfied	30%
Not satisfied	2%
Can't remember	4%



Very satisfied	80%
Satisfied	16%
Not satisfied	2%
Can't remember	2%



Very satisfied	77%
Satisfied	19%
Not satisfied	1%
Can't remember	3%



Yes	99%
No	1%



Additional Services

Did you know you can request repeat prescriptions on line?

Yes	74%
No	26%

Did you know you can book, amend or cancel appointments on line?

Yes	76%
No	24%

Would you be interested in receiving text alerts of your appointments 24 hours in advance?

Yes	80%
No	20%

Would you like to be able to email the Practice with medical queries?

Yes	45%
No	55%

Do you feel we give you enough information regarding local services, as alternatives to A&E and other emergency services?

Yes	82%
No	18%

Do you believe there is sufficient signage in the Practice to direct you to where you want to go?

Yes	96%
No	4%

Do you feel there are enough staff manning the reception desk?

Yes	77%
No	23%

Do you feel there is enough privacy when talking to a staff member at the reception desk?

Yes	72%
No	28%

Do you feel we communicate with you enough, through our Practice booklet, waiting room screens and website?

Yes	96%
No	4%

Do you feel your prescriptions are dealt with efficiently and correctly?

Yes	94%
No	6%

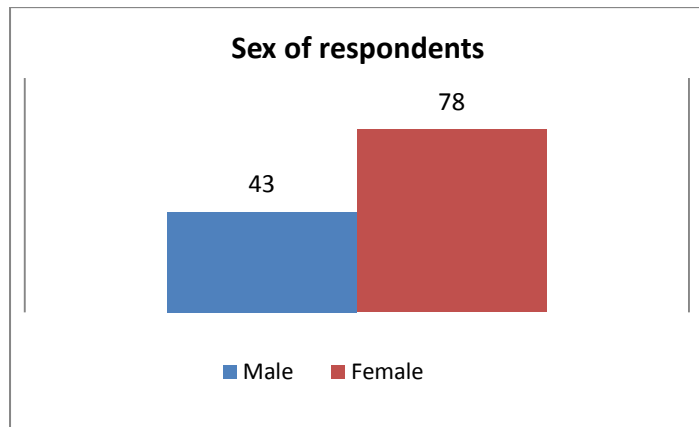


Comments:

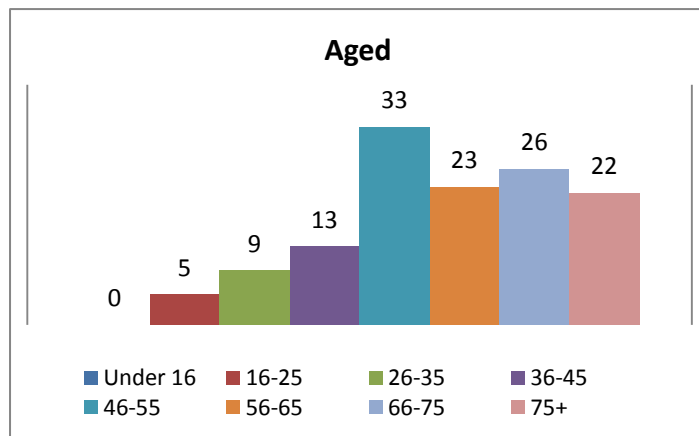
- Email is not good for me;
- I don't like idea of email - this can lead to mis-understandings in my experience;
- Try to use this busy practice as little as possible;
- Very good – excellent;
- My experience with prescriptions have been somewhat poor. However, the past 6-9 months 99% of problems have been solved - well done
- I do not have a computer;
- Do not use emails;
- Nice surgery;
- Ref unanswered questions. I do not have sufficient knowledge or preferences regarding these items, but all seems to be ticking over nicely as far as I am concerned;
- Overall good service;
- Very satisfied with practice & pharmacy;
- Used emails with hospital clinic - not satisfactory;
- Would rather see in person;
- I do not have a computer and do not want to be disadvantaged by this;
- I do not have a computer or mobile phone;
- Email is not very personal or satisfactory;
- I don't appear to have any problems with this practice;
- Having regard to A&E problems at the present time, I don't think the alternatives have been communicated to patients. There are centres in Littlehampton & Bognor so I understand, for minor injuries, but this info I have been given by other people. Not really sure when visits there would be appropriate;
- Would rather see someone than email;
- Wish we could phone in prescriptions;
- Slow at the pharmacy;
- Receptionists are lovely but could do with more on desk at peak times;
- Prescriptions often taken longer than 3 days;
- Lloyds are not very efficient;
- Prescriptions do take ages even when there's no one else there;
- Should be 2 receptionists at peak times.



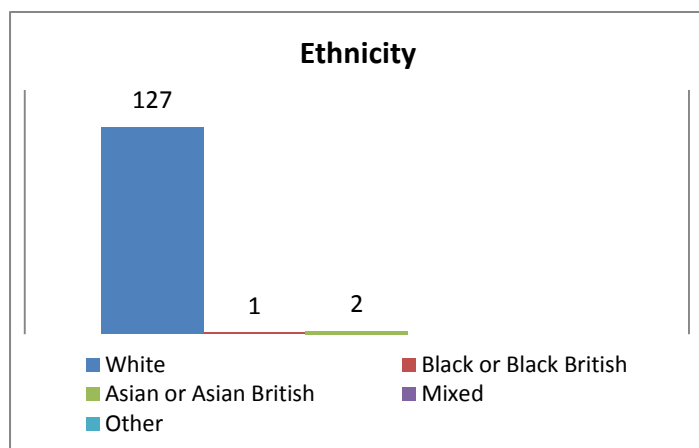
Demographics



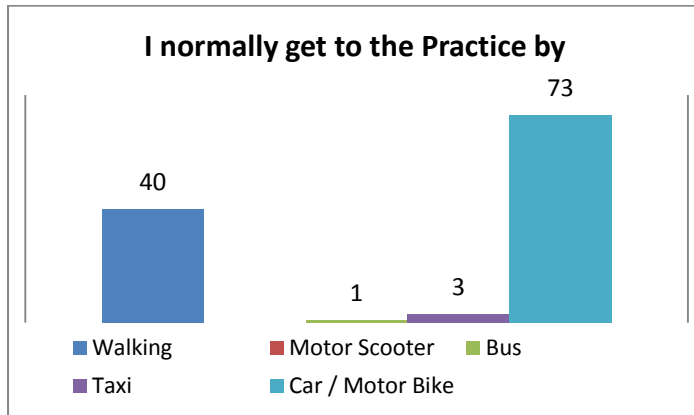
Male	36%
Female	64%



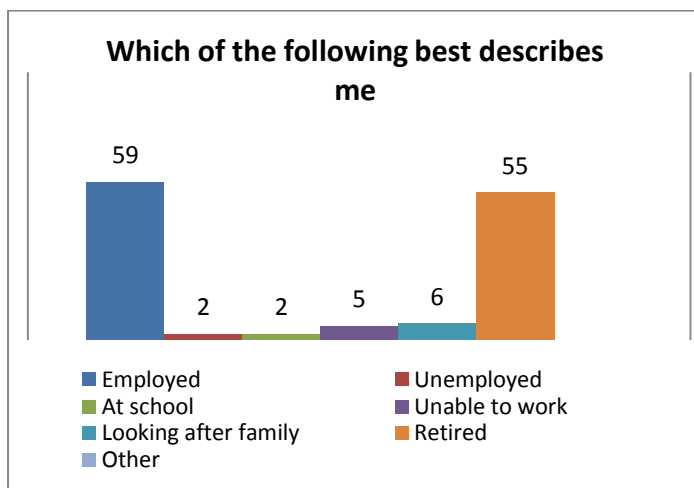
Under 16	0%
16-25	3%
26-35	7%
36-45	10%
46-55	25%
56-65	18%
66-75	20%
75+	17%



White	97%
Black or Black British	1%
Asian or Asian British	2%
Mixed	0%
Other	0%

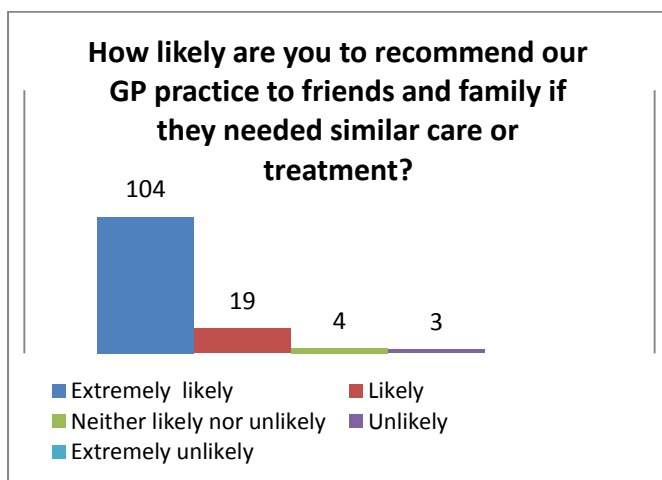


Walking	34%
Motor Scooter	0%
Bus	1%
Taxi	3%
Car/Motor Bike	62%



Employed	45%
Unemployed	2%
At school / college	2%
Unable to work	4%
Looking after family	5%
Retired	42%
Other	0%

Friends & Family Test



Extremely likely	80%
Likely	15%
Neither likely nor unlikely	3%
Unlikely	2%
Extremely Unlikely	0%



Friends & Family Test

Why did you give that response?

- Good;
- Most of the time the practice is very good;
- Satisfaction;
- I think my family & friends will get good all round treatment;
- Dr very good;
- Because I like the practice;
- I like the surgery, staff & GP's;
- Very satisfied with treatment;
- Service has improved greatly in past 24 months & now more efficient, more GP's and more space. Automated system is great;
- Satisfied with the care and were recommended to you by family;
- Unlikely as it is mostly down to when they live, or so I thought;
- It is very good;
- It is great;
- I am very pleased with everything;
- All good & very happy;
- Excellent standards;
- Happy with visit;
- Because I have always been very happy with the treatment given;
- Because we have always been happy with the practice;
- I've been with this surgery for a good many years & I trust them;
- Very pleased with care received;
- It would have been extremely likely a couple of years back but I feel you, like the NHS generally, are overwhelmed and for us all when you've had something you know what you're missing. The more funding you get the more patients you have to take on and the time/care service just becomes compromised because patients always think they are the important one;
- Extended hours "EmDoc" service at a Rustington surgery/ZM. Minor treatment suite at a Rustington surgery/ZM. Multi-discipline health centre at a Rustington surgery/ZM. Patient helpline service which could help source general health info/aids/services for those who do not have family/carers to assist/point them in a right direction;
- Am fully satisfied with my surgery;
- Because the surgery seeks to run well I am happy with my Dr and there are lots of extra minor procedures you can get done and not have to go to Worthing Hospital;
- 22 years of good treatment;
- Very satisfied all doctors and nurses and receptionists;
- Extremely caring;
- I moved down here in 2013 due to an addiction & Dr Middleton has been amazing. I couldn't have improved without his help;
- I've been with the practice for 8 years and it has grown until I now have 100% faith in my medical services;
- All my family are at Westcourt already;
- Dr Williams looks after me very well;



- Good practice;
- Very good care;
- All very good and kind;
- Westcourt is very good;
- I have had great care;
- Too difficult to get appointments;
- Nice surgery & helpful staff and clean;
- I am satisfied with service therefore recommend;
- I've been pleased with the response & treatment here;
- I have already recommended and got my mother to join;
- Dr Williams is excellent;
- Excellent care;
- 1st class service;
- Westcourt has always been excellent;
- Westcourt has always looked after me very well;
- Because they treat me like a person, very caring and efficient;
- It is a personal choice for individuals;
- Generally satisfied;
- Very happy with care;
- Excellent care;
- Very good care to me and my family;
- Good service most of the time, getting much better. Bad service rarely in the last year;
- Have been very happy with this surgery for a long time;
- Very good doctors & nurses;
- Receptionists helpful. No problems seeing a doctor. Pleasant surrounding;
- Westcourt has always been excellent;
- Always good service. No complaints;
- Through choice;
- I have had good care;
- Has good reputation, have no reason not to recommend it;
- Because I am very satisfied with the care;
- I have always been treated well by all who work here;
- Very good service;
- Good care;
- Good service and nice staff;
- Cannot fault anything;
- I've been with this practice for 37 years and I'm pleased;
- Good service and care;
- Great practice. Dr Williams is excellent;
- All very good;
- Brilliant surgery;
- Excellent attention and care;
- I have had great care;
- Excellent surgery;
- Have done in the past;
- It is all very good in my experience;



- Much better than previous practice;
- Great surgery and staff;
- All the doctors and nurses and receptionists are very attentive and helpful. I feel well cared for;
- All very good;
- Excellent practice;
- It is an excellent surgery;
- Excellent service;
- You are our family practice;
- Very happy with practice and care;
- My mother is moving down to Rustington and she suffers with her health and needs regular doctor visits - I feel the wait time for appointments is unbelievable here. More sympathetic male doctors - I know they are busy but the fact that someone cares and is willing to listen would go a long way;
- Because I already have & find them helpful;
- I am very happy with services provided here;
- I was happy with my care;
- It all works well;
- Because I like it;
- Excellent practice in all respects;
- Family not in area;
- Always helpful always available;
- Because I like the practice although busy, they are efficient and helpful;
- Most of the doctors are very good;
- My experiences with Westcourt have so far been positive;
- Excellent practice;
- It's too busy already. Don't want to add more people;
- Very helpful friendly & quick appts;
- Always able to see a doctor when required;
- Drs & receptionists are pleasant. Clean tidy. Appts within 2 weeks. Chose Westcourt over Coppice because when asking about registering, I got exactly the same info from both but Coppice where abrupt and unhelpful & Westcourt were lovely;
- Very happy;
- Nice big practice. Need more car parking spaces;
- Happy here;
- I am a satisfied patient;
- Good service;
- Family happy here;
- Friends and family are already attached to a practice.



Friends & Family Test

If we could change one thing about your care or treatment to improve your experience, what would it be?

- No;
- No changes;
- Better response when an on the day appointment is needed;
- Appointments, some staff on reception;
- Not sure;
- Parking;
- None - I used get frustrated trying to get appointments;
- Slightly more car parking spaces;
- I would like to see my preferred GP within 48 hours if possible;
- Nothing;
- Nothing;
- Accessibility when urgent;
- Sometimes it's a long wait, but if the person before me has a bigger problems that's life;
- Everything is fine;
- Ability to book appointments further in advance;
- To be able to see my own doctor;
- More appointments availability, bigger car park;
- More reception staff;
- More appointments available on the day;
- I leave things to the experts;
- Feedback on blood tests etc. i.e. text or email when you have received results;
- 10 minutes isn't necessarily sufficient time for appt. Check-ups initiated by practice regularly;
- Better response to appointment booking;
- All ok;
- Nothing to change;
- Getting an appointment (on the day) without getting up at crack of dawn to get in a telephone queue;
- Free BUPA pass;
- Nothing - keep doing the same;
- Make me young again;
- Very limited pre bookable appointments;
- Quicker repeat prescriptions;
- To get through to reception on phone easier;
- Be able to send messages via online system;
- Less queues at reception;
- Ensure consistent Dr's patient ways of dealing with;
- Perhaps Saturday surgeries would be an advantage;
- Waiting times;
- Some of the Drs care and manner can be lacking so I switched to Dr Torry;