

KCS Patient Survey Results 2012/13

1. Last time you tried were you able to get an appointment on the same day that you needed one?

Yes	90%
No	10%
Not Applicable	

2. Last time you tried were you able to book an appointment more than 2 days in advance?

Yes	82%
No	18%
Not Applicable	

3. How helpful do you find the reception/administration staff at the Surgery?

Very helpful	77%
Fairly helpful	23%
Not vey helpful	

4. Are you aware that the Surgery offers the following services? Tick all that apply to you.

On-line booking of appointments	48%
On-line ordering of prescriptions	49%
Early morning appointments	65%
Late evening appointments	55%
Telephone appointments with doctor or nurse	57%
Practice website	40%
Patient Participation Group	18%

5. If Kings Corner Surgery could allow you secure on-line access to your

own medical records held at the Surgery for your own personal use (e.g. when traveling, completing insurance forms etc) what information would be most helpful to you?

Medication	56%
Current medical problems	43%
Past medical problems	51%
Recorded allergies	29%
Referral letters & letters from hospitals	45%
Test results	49%
Vaccinations	52%
Not required	14%

6. Which of the following would you use to find out more information about the Surgery and the services available?

Website	71%
Practice Leaflet	13%
Email to practice	14%
Ask in practice	37%
Notice boards in practice	23%
Newsletters	13%

7. If you have limited mobility or use a wheelchair or a pushchair, do you find the Surgery user friendly?

Not Applicable to me	90%
Yes	7%
No	3%

8. Thinking about the Surgery are you:-

Very satisfied	72%
Fairly satisfied	25%
Neither satisfied or dissatisfied	2%
dissatisfied	1%

9. If you have attended an A & E department at any hospital, or minor injuries at Heatherwood Hospital, in the last 6 months, instead of attending the Surgery, please select the reason/s from below:-

Surgery was closed	26%
Advised to attend by a healthcare professional	11%
Could not get an appointment at the surgery	3%
More convenient than attending the surgery	5%
Have not attended A&E or Minor Injuries	55%

10. If you would like to make any comments about the Surgery or services please specify below:-

- Very happy
- Waiting time too long
- Very supportive
- Very happy with service
- Excellent staff, friendly, helpful
- Nothing is too much trouble
- Very good service
- Very satisfied with all support and advice
- Always been very satisfied
- Very good
- Stay as present, nice and personal
- Keep things as they are
- Delighted with service
- Allow window to be opened for fresh air to reduce infections
- In general we are very happy
- Would like to be called with test results
- Surgery has more services now, which is good
- Very good overall
- Always find the staff to be helpful and approachable. A very good service as I have heard other people who have terrible experiences with appts etc.
- I am always impressed that I can get a Drs appt the same day
- We have always found the staff to be very reassuring, helpful and understanding.
- Certain Doctors, always run late or over but we know that and still appreciate their outstanding care.

- Perhaps you could put some music in the waiting area as its difficult to ask questions to the receptionist without the whole waiting area listening to what you are talking about
- More than satisfied with service and treatment received over last 20 years.
- I have been a patient for 20 years and have always found the doctors and staff at Kings corner to be helpful, sympathetic and courteous
- Particular mention of Paul Whitfield my GP whom I rate as exceptional
- The waiting time needs to be improved. It's highly frustrating when you arrive for your appointment and you have to wait for up to 40 minutes in a room of potentially infected people. This is a regular occurrence whenever I visit and it would be great if it could be improved. Overall very pleased with the service offered
- Overall I think King's Corner is a friendly and well-run surgery. Dr Mc Glynn's surgeries always run late but as she's so lovely it's worth the wait!
- Dr Hamid is great