

# The New Folly Surgery Patient Participation Survey Results Report February 2013

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**Address** THE NEW FOLLY SURGERY  
BELL MEAD  
INGATESTONE  
ESSEX CM4 0FA

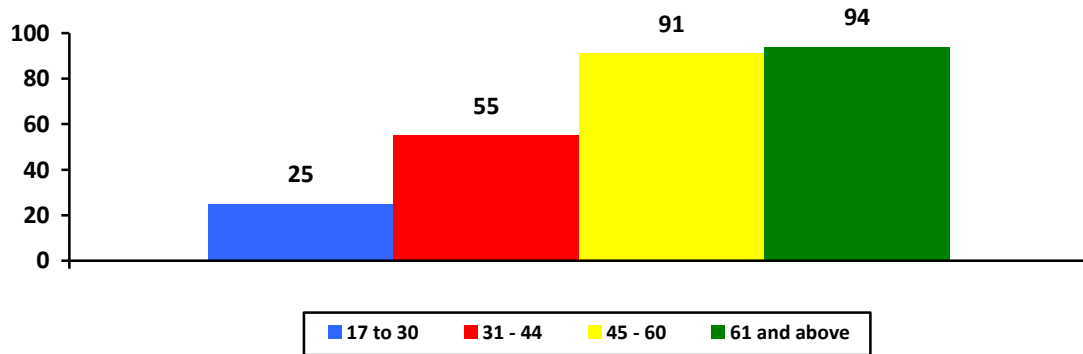
**GPs** DRS EMOND, COPSEY, BAILOOR & TOMS

267 patients responded to our Patient Survey. 9 patients submitted online responses via survey monkey and 258 hard copy surveys were collected in the surgery.

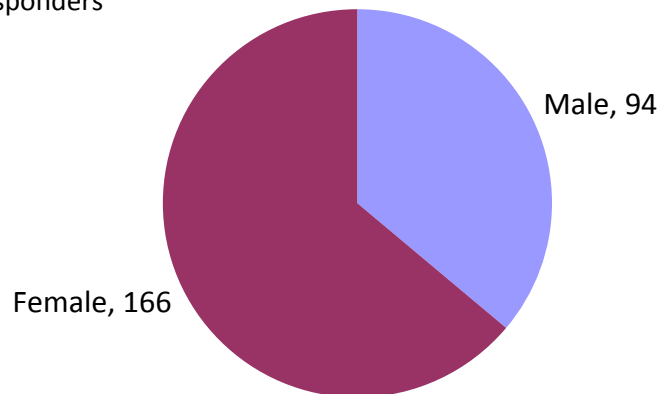
These are the results of our survey

## (a) Demographics of responders

Age of Survey Responders



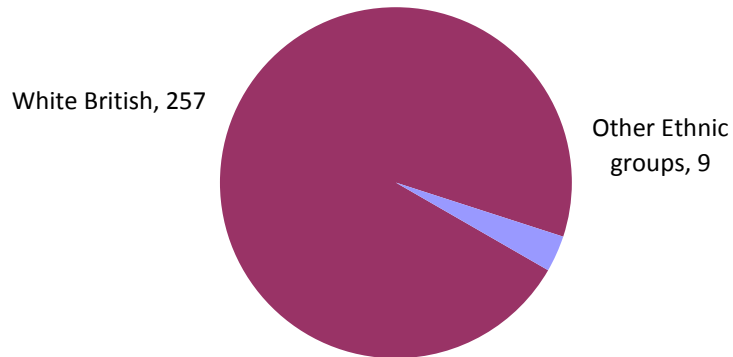
Gender of Survey Responders



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## Ethnicity of Survey Responders



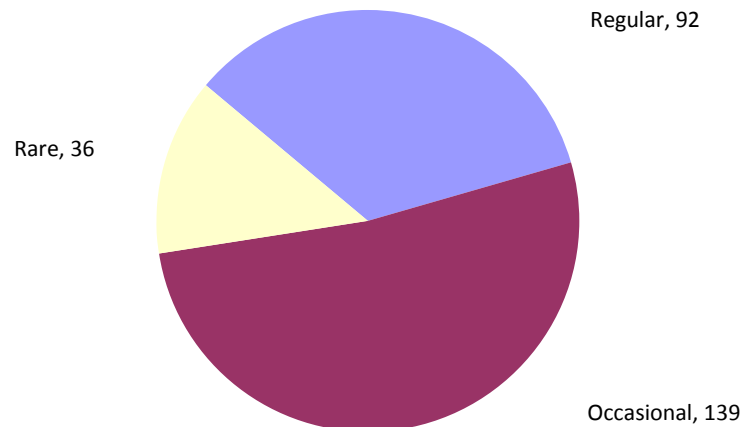
## (b) Distance from Surgery to Work

We asked our patients if they work, how far is their place of work from the surgery. 158 patients provided this information:

- 23            15%            Work from home
- 67            42%            Up to 30 minutes away
- 45            28%            30 – 60 minutes away
- 23            15%            More than one hour away

## (c) Attendance at the Surgery

Patients were asked how frequently they attend the surgery

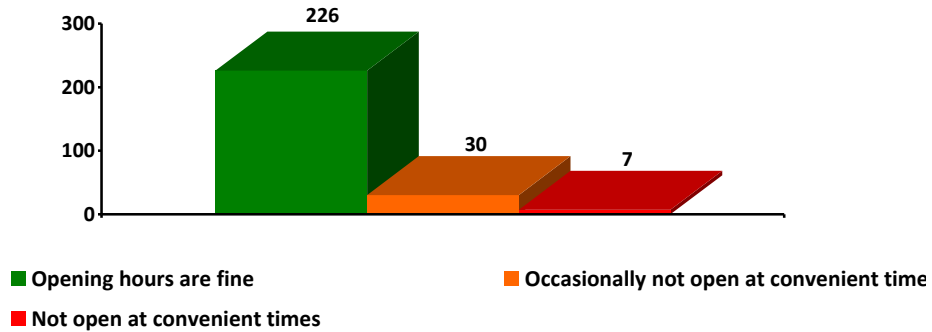


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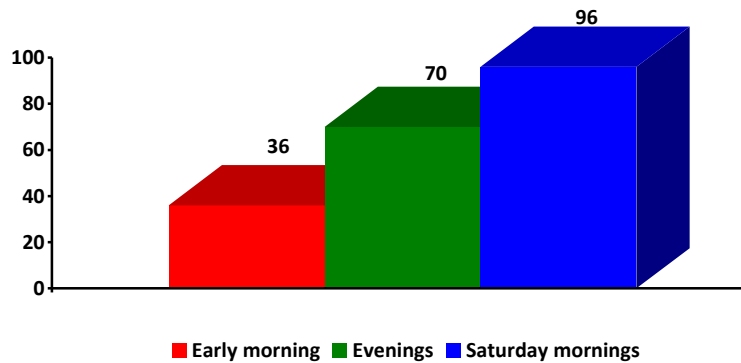
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## (d) Practice Opening Hours

We asked our patients if they were happy with our opening hours



We asked which additional hours patients would like to see the practice open



## (e) Reception

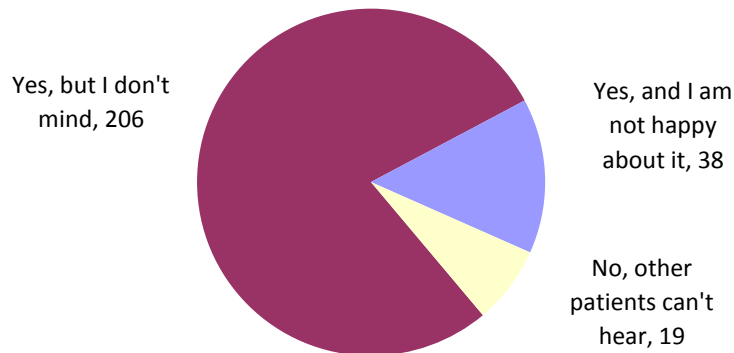
We asked how helpful our receptionists are:

- 201 VERY helpful
- 52 FAIRLY helpful
- 4 NOT VERY helpful
- 2 NOT AT ALL helpful

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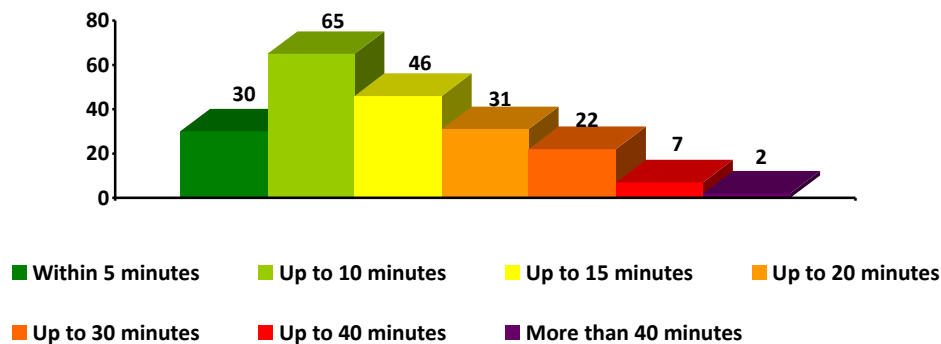
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We asked if other patients can hear conversations with the receptionists



## (f) Appointment Times

131 responders recalled seeing a Dr in the last six months. We asked how long they had had to wait after their pre-booked appointment time to be seen:



## (g) Seeing a Dr Quickly

143 of our patients recalled trying to see a Dr urgently in the last six months. 135 reported they had been able to see a Dr on the same day or within the next two days that the surgery was open (94%).

There were very few reports of patients not being able to be seen quickly, however, for those who had not been able to see a Dr urgently in the past the reasons given for this were as follows:

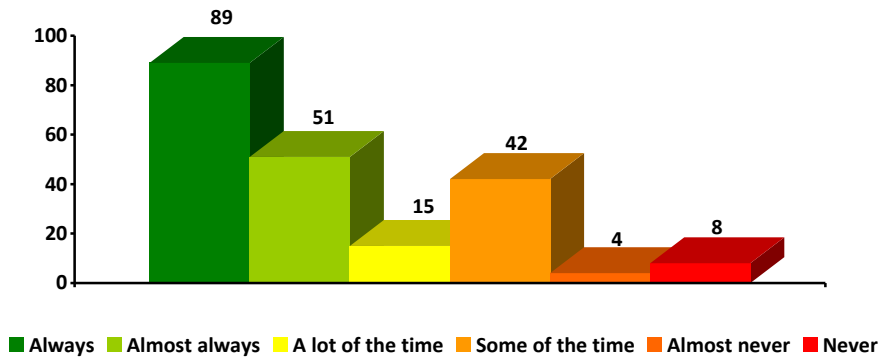
- 9 said there were no appointments available;
- 4 said the time offered did not suit them
- 3 said the appointment offered was with a GP they did not want to see;
- 1 had been offered a nurse appointment but wanted to see a GP

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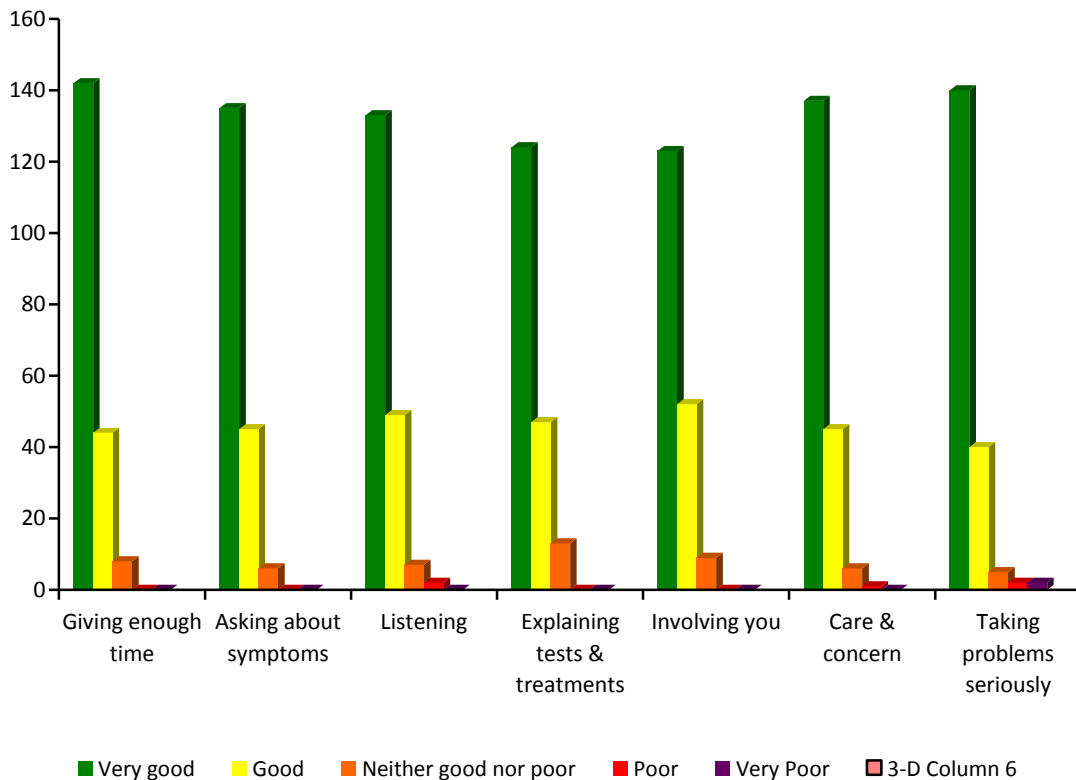
## (h) Speaking to a Dr on the Phone

We asked if our patients have been able to speak to a Dr on the phone when they have needed to ask a question or obtain medical advice:



## (i) GP Consultations

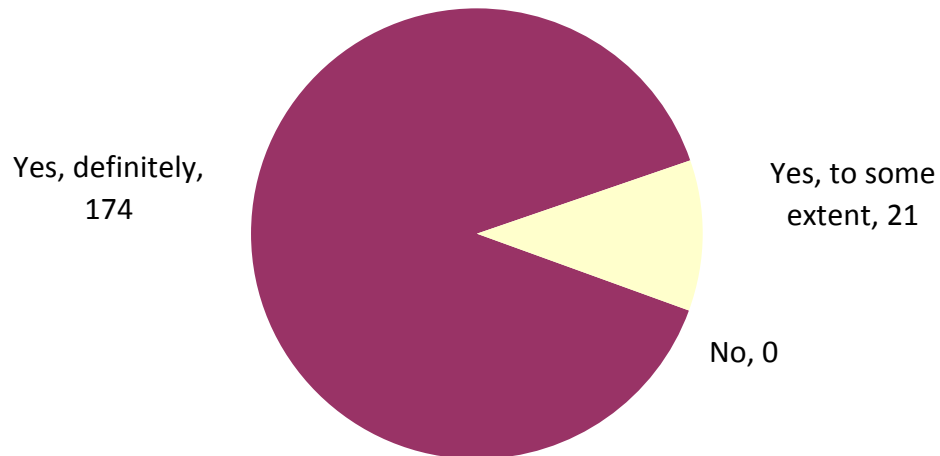
We asked our patients how happy they are with their GPs:



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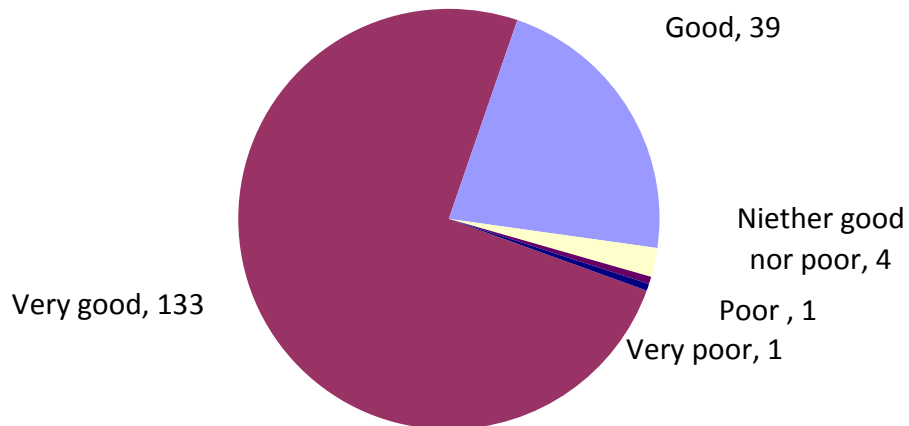
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We asked if our patients had confidence in their GP:



## (j) Practice Nurses

167 patients recalled seeing a Practice Nurse in the last six months. 95% had found it very (n = 102) or fairly (n = 57) easy to get an appointment. We asked how good the nurse had been at treating the patient with care and concern:



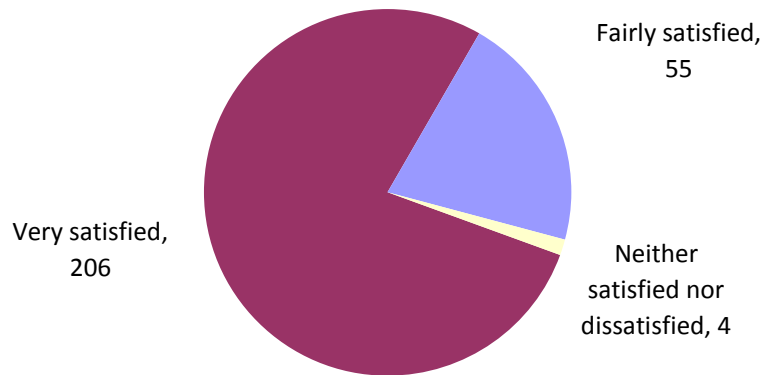
91% of those seen reported having confidence and trust in the Practice Nurse.

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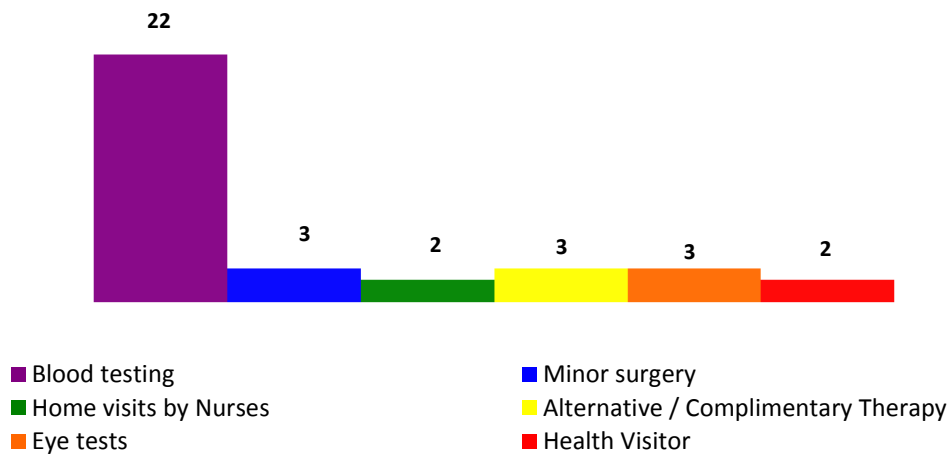
## (k) Overall Satisfaction

We asked our patients how satisfied they were with the overall care at the Practice



## (l) Additional Services

Patients were asked which additional services they thought we could introduce at the New Folly:



Other individual suggestions: Weight loss programme; Midwife; Annual Health Check; Counselling; Pulse Monitor

# The New Folly Surgery

## Patient Participation Survey Results

### Report February 2013

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#### GENERAL COMMENTS

Some general comments were made regarding wide ranging aspects of the Practice, some of which are noted below to give a flavour of the patient perception of The New Folly:

- Excellent service
- Answer phones in office away from reception
- Please provide something under cover where cycles can be locked
- The receptionists make me feel like a burden
- In my career I have moved all over England. This is by far the best surgery I have come across
- I'd like to have more time to talk to the doctor
- I am extremely happy with our surgery
- More cheerful receptionists - perhaps a smile!
- I never have any problems at this practice - thank you!
- I think you all do a wonderful job
- The receptionists are always a joy and very efficient
- More appointments available so I don't have to wait for days if it's not an emergency
- This is by far a better surgery in every way from my previous one, so thank you to all the staff
- The doctor is always running late
- Service is excellent and cannot be improved. I feel lucky to have such a good surgery
- You have lots of posters that could be put in a file for looking through
- Keep up the good work!