

**ENDLESS STREET DOCTORS' SURGERY  
(SALISBURY AND WINTERSLOW SURGERIES)**

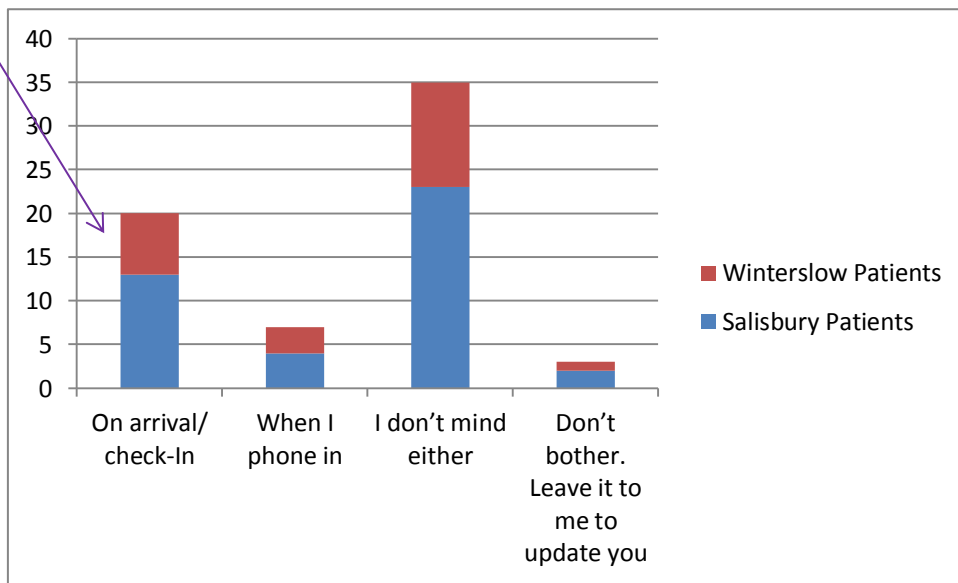
**OCTOBER 2015 - PATIENT QUESTIONNAIRE RESULTS**

**We ran a short patient questionnaire during the summer of 2015, the results of which are as follows:-**

Q1. We have been trying to find an easier way to ensure we always have **your latest contact details** (because sometimes we need contact you at short notice). Would you be happy if the receptionists asked you to reconfirm your details on arrival to the surgery or when you phone in to the surgery?

**SURGERY RESPONSE.**

Receptionist will now check patients contact details on arrival for their appointments.



Q2. Thinking about the services we provide, how do you rate our following clinics? Where **5 is high and 1 is low.**

	<b>5 High</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1 Low</b>	<b>Not attended</b>
Diabetic Clinic	1	1			1	40
Flu Clinic	12	3	1	1		32
Pneumonia clinic	3		1			40
Baby Clinic		1	1			41
Minor Ops	3	2	1			40
Carers Clinic	1					42
Chat Worker Clinic	1	1			1	42
COPD Clinic		1				42
Travel Clinic	4	1				39

**SURGERY RESPONSE**

We have recruited a new nurse, who now runs a travel clinic each week.

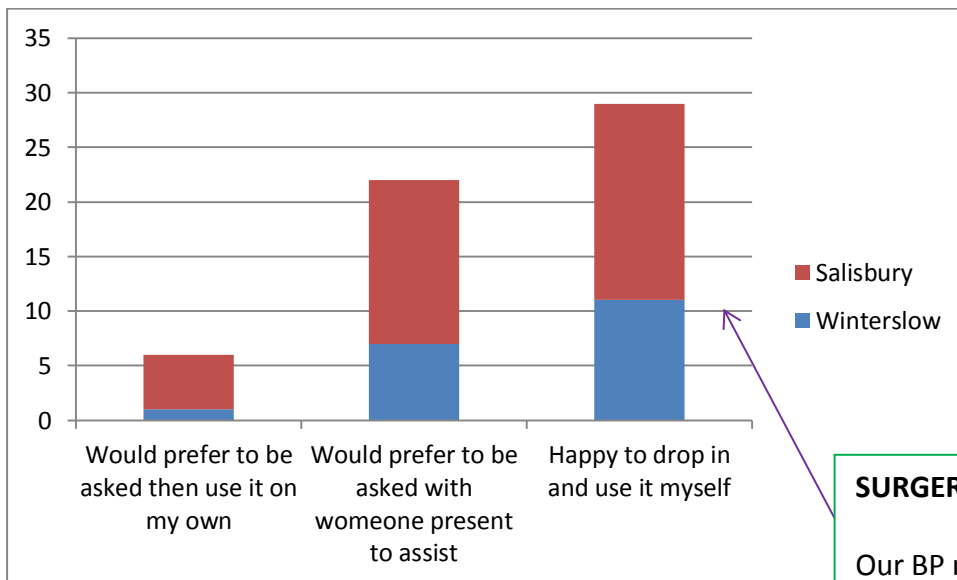
Q3. Thinking about these clinics, please give us your comments or suggestions for ways to improve them.

- Minor Ops - quicker call back time
- My recent travel enquiry was referred to Avon Approach as there were too few nurses to provide it
- The ones I have attended have been very good
- I think they are quite efficient as they are
- Although I have not used any of the clinics myself, my husband has used the minor ops clinic which was a valuable service and a great success.
- All perfect
- Couldn't improve
- More appointments

**SURGERY RESPONSE**

We have a dedicated member of staff to keep an eye on our waitlists. Extra clinics will be offered if necessary.

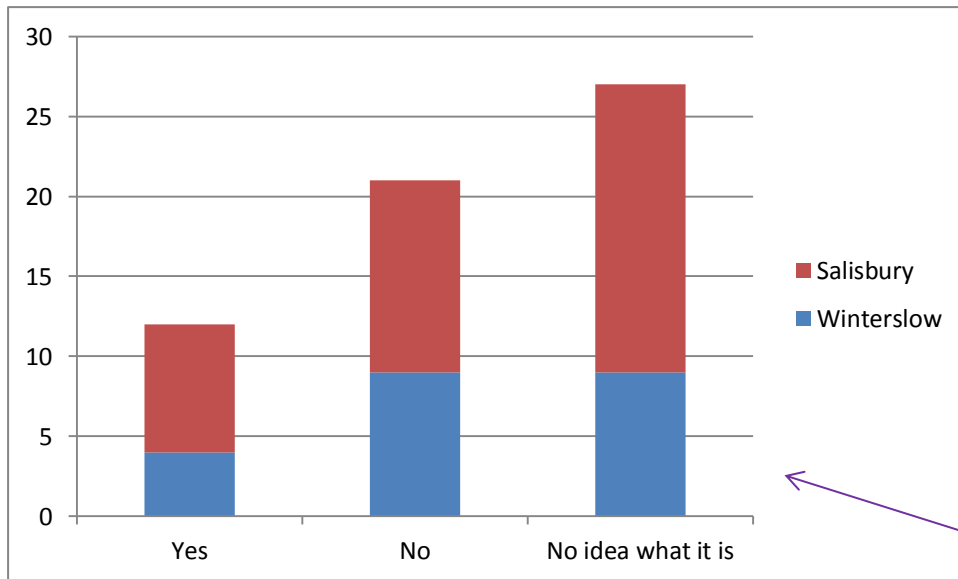
Q4. You may have noticed we have **new BP Monitors** in our waiting rooms for patient use. Would you feel happier to be asked to use the machine or would you be happy to just drop in and use it?



**SURGERY RESPONSE**

Our BP machines have been bought for you. Do pop in and use them whenever you are passing. Please give your results to the Receptionist for her to add this information to your records.

Q5. As with all NHS Services, we are carrying out a Friends and Family Test. Have you been asked to complete a form?



#### SURGERY RESPONSE

We now plan to text you our Friends and Family Test. You can text back to us, after your appointment, and tell us if you would recommend us to your friends and family and why.

If you would like to add **further comments or suggestions** please feel free to add below.

- Only ever attended normal appointments with a doctor and have always found it to be efficient. I once had a long wait as Doctor had been delayed with an emergency. These things can't be helped. No real suggestions for improvement.
- Space and privacy at the reception area would be better.
- The service we have received since joining your practice nearly 30 years ago has always been exemplary. Your reception staff is fantastic and are always kind and helpful, always listen and never rush you. Thank you.

#### SURGERY RESPONSE

We have signs all up around both reception areas asking patients to allow a suitable amount of space between them and the patient in front of them in the queue. We also have radios playing in each waiting room whereby the patients waiting should hear only the radio.