

DR R K VATISH
Practice Name: Kirpal Medical Practice

Based on 314 completed surveys

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	Action required? Yes/No	Actions agreed	Deadline for agreed actions
Accessing your GP services	When did you last see or speak to a GP at your GP Surgery?	In the past 3months 59.8% 3-6 months ago 17.7% 6-12 months ago 11.9% Over 12 months ago 9% I have never seen a GP at my surgery 1.6% Skipped Question 3	N/A	N/A	N/A
	How often do you see or speak to your preferred GP?	Always or almost always 24.7% A lot of the time 17.6% Some of the time 53.8% Never or almost never 3.5% Not tried at this GP surgery 0% Skipped Question 2	YES	N/A	N/A
	When did you last see or speak to a nurse at your GP surgery?	In the past three months 49.0% 3-6 months ago 15.5% 6-12 months ago 13.9% More than 12 months ago 15.8% I have never seen a nurse at my GP surgery 5.8% Skipped Question 4	N/A	N/A	N/A
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very easy 45% Fairly easy 43.8% Not very easy 6.1% Haven't tried 5.1% Skipped Question 1	N/A	N/A	N/A
	How helpful do you find the receptionists at your GP surgery?	Very helpful 57.8% Fairly helpful 35.7% Not very helpful 3.2% Not at all helpful 3.2% Don't know 0% Skipped Question 1	N/A	N/A	N/A
	Except an emergency were able to see your doctor with in 48 hrs?	Always 33% Most of the time 42.3% Rarely 11.7% Can't remember 12.7% Skipped Question 7	N/A	N/A	N/A

Making an appointment	If you were unable to get an appointment on the day/time you desired, what course of action did you take with regards to your health needs?	Got an appointment for a different day 56.4% Had a consultation over the phone 5.2% Went to A&E/ a walk-in centre 9.8% Saw a pharmacist 6.2% Always able to get an appointment 18.8% Other 3.6% Skipped Question 7	N/A	N/A	N/A
Waiting time	WAITING TIMES Do you feel you have to wait too long to be seen by a GP in waiting area?	Less than 10 min 26% Less than 15 Min 33.4% Less than 20 Min 11.7% More than 20 min 12.7% Skipped Question 3	Yes	59% of patients were satisfied with the waiting times, but 41% of patients felt the waiting times was a concern. To address this we will be introducing 10 min appointment time by Dr Vatish. We will also extended the prescent clinic times. The practice also intend to employee a furtehr doctor to increase avilability.	01.04.2012
Your last GP or Nurse appointment	YOUR LAST GP OR NURSE APPOINTMENT How do you rate the overall performance of your GP?	1 poor 4.2% 2 ok 5.8% 3-Ok 13.9% 4 Good 27.5 % 5-Excellenent 48.5% Skipped Question 5	N/A	N/A	N/A
	WAITING TIMES Do you feel you have to wait too long to be seen by a Nurse in waiting area?	Less than 10 min 35.2% Less than 15 Min 32.4% Less than 20 Min 20.3% More than 20 min 12.1% Skipped Question 33	N/A	N/A	N/A
	How do you rate the overall performance of your nurse?	1 poor 1.6% 2 ok 8.7% 3-Ok 24.2% 4 Good 29.8 % 5-Excellenent 35.7% Skipped Question 62	N/A	N/A	N/A
Opening times	Is your GP surgery currently open at times convenient for you?	Yes 55.5% No 7.2% Most of the time 37.4% Skipped Question 49	N/A	N/A	N/A
Overall experience	Overall how would you rate your experience of your GP surgery?	1 poor 1.5% 2 ok 6.2% 3-Ok 15.7% 4 Good 36.9 % 5-Excellenent 39.2% Skipped Question 46	N/A		N/A

	Would you recommend your GP surgery to someone who has just moved to the local area?	Yes, definitely 81.7% No 4.9% Don't Know 13.4% Skipped Question 46	N/A		N/A
OOH	Do you know how to contact an out-of-hours doctor?	Yes 63.9% No 36.9% Skipped Question 48	Yes	36% of patients are not aware how to access an OOH doctor. For patient education as a practice we will advertise this on patient notice board, leaflet and our practice website.	N/A
	If you have contacted an OOH in the last 6 months, How do rate the service?	1 poor 1.2% 2 OK 6.1% 3-Ok 9.0% 4 15.2 % 5-Excellent 14.3 % Not applicable 54.1% Skipped Question 70	N/A	N/A	N/A
	Do you make use of the suggestion box in the surgery waiting area?	Yes 15.2% No 54.3% wann't aware that there was one 30.5% Skipped Question 58	YES	It appears that a considerable member of patients are unaware of practice suggestion box. We will advertise this in our practice leaflet and notice board to encourage patient use.	01.04.2012
	Are you male or female?	Male 42.3% Female 57.7% Skipped Question 47	N/A	N/A	N/A
About you	How old are you?	Under 18 3.8% 18-24 10.9% 23-39 32.7% 40-55 37.6 % 55- 69 9.8% or over 5.3% 70 Skipped Question 48	N/A	N/A	N/A
	Are you registred carrer? Are your details registred with practice?	No 85.3% Yes 14.7% Skipped Question 55	N/A	N/A	N/A
Accessing your GP services	How do you Access the surgery ?	Walking 34.6% BUS 12.6 % Car 52.8% Skipped Question 45	N/A	N/A	N/A
	Do You have any issues with car parking?	Yes 51% No 48.9 % Comments 29.4% Skipped Question 69	Yes	51% Patients expressed difficulty with parking. This matter will raised with PCT and building owner to address this issue as it is felt that this needs to resolved. As a practice this purley contractaul issue with PCT . Howver we will continue to update the PRG group.	Ongoing