

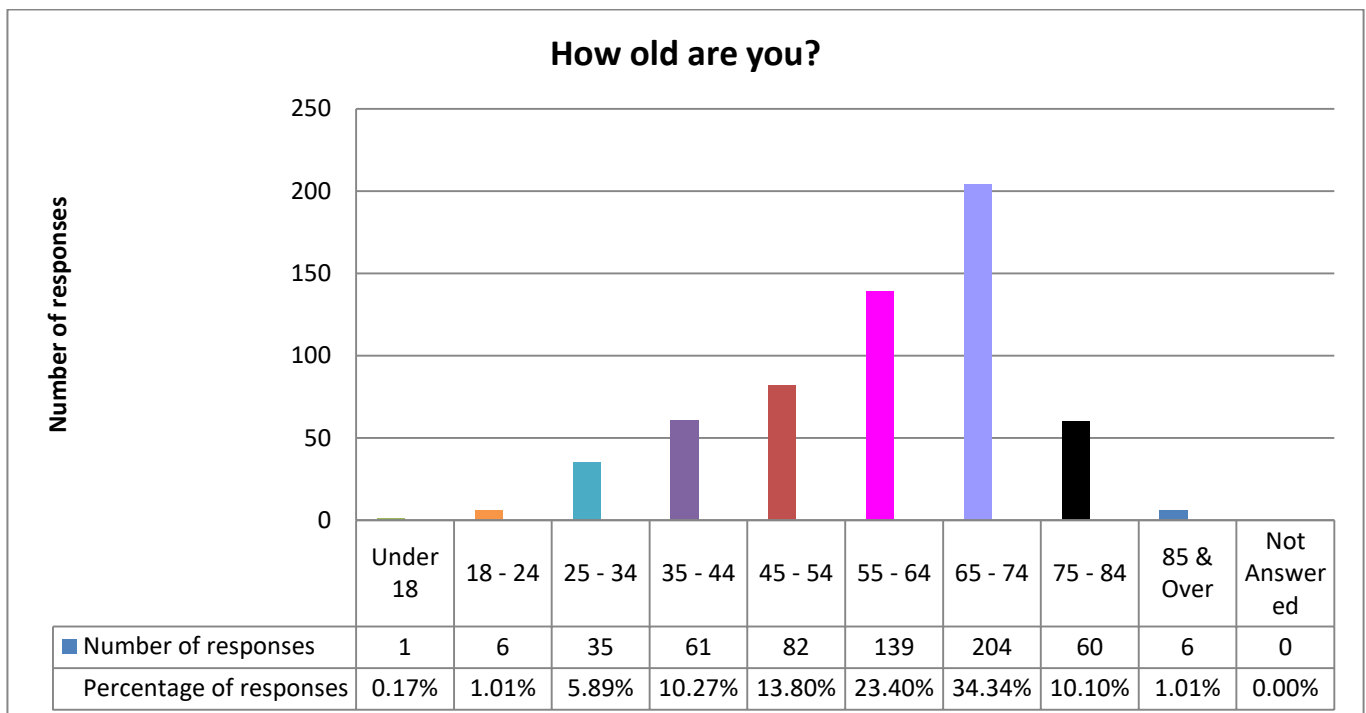
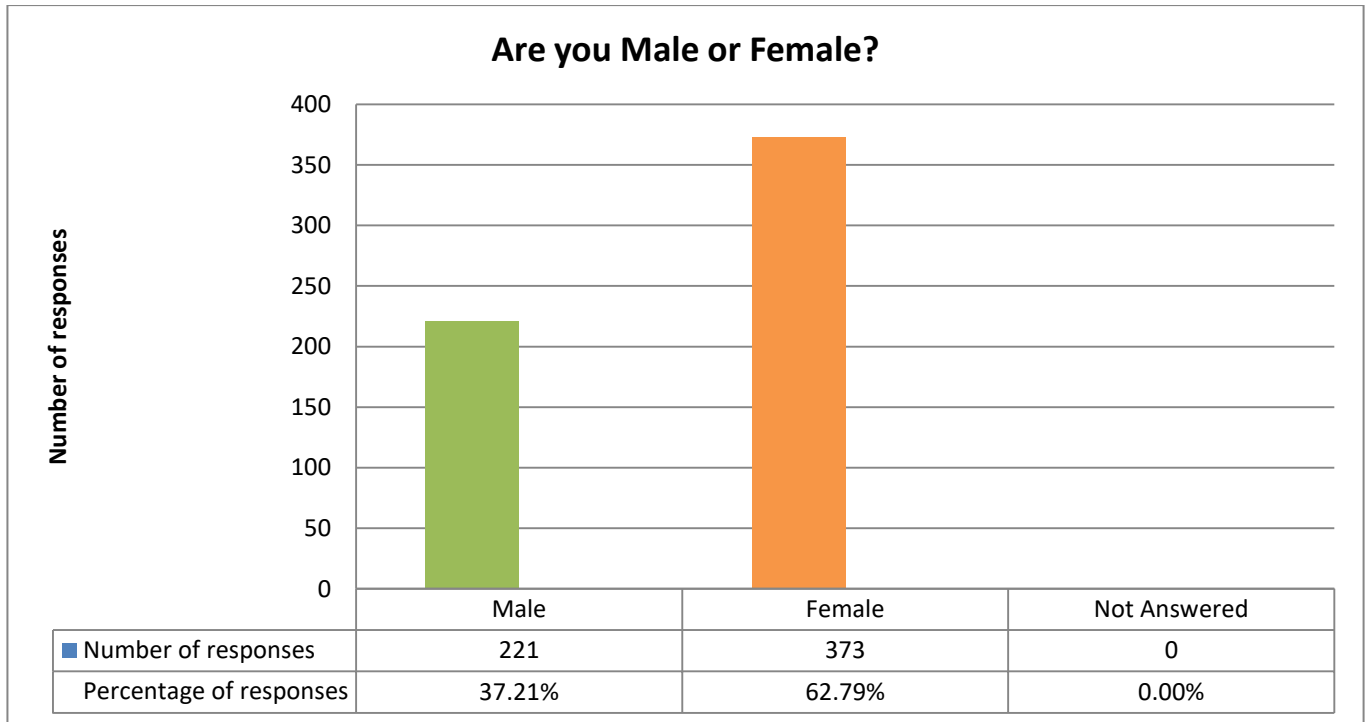
Patient Questionnaire Results 2019 - 2020

Please find below summary of results from Patient Questionnaire campaign.

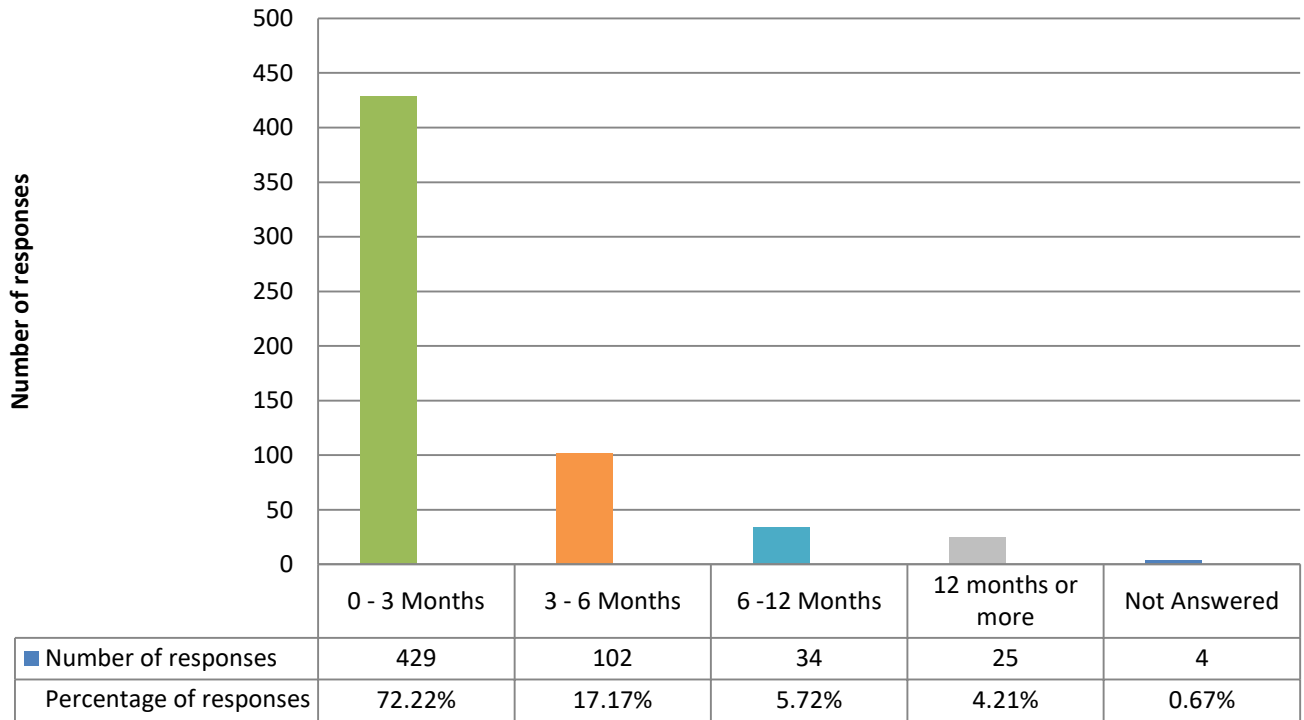
December 2019 – February 2020.	
594	Total respondents
23	Paper responses
571	Online responses

Notes:

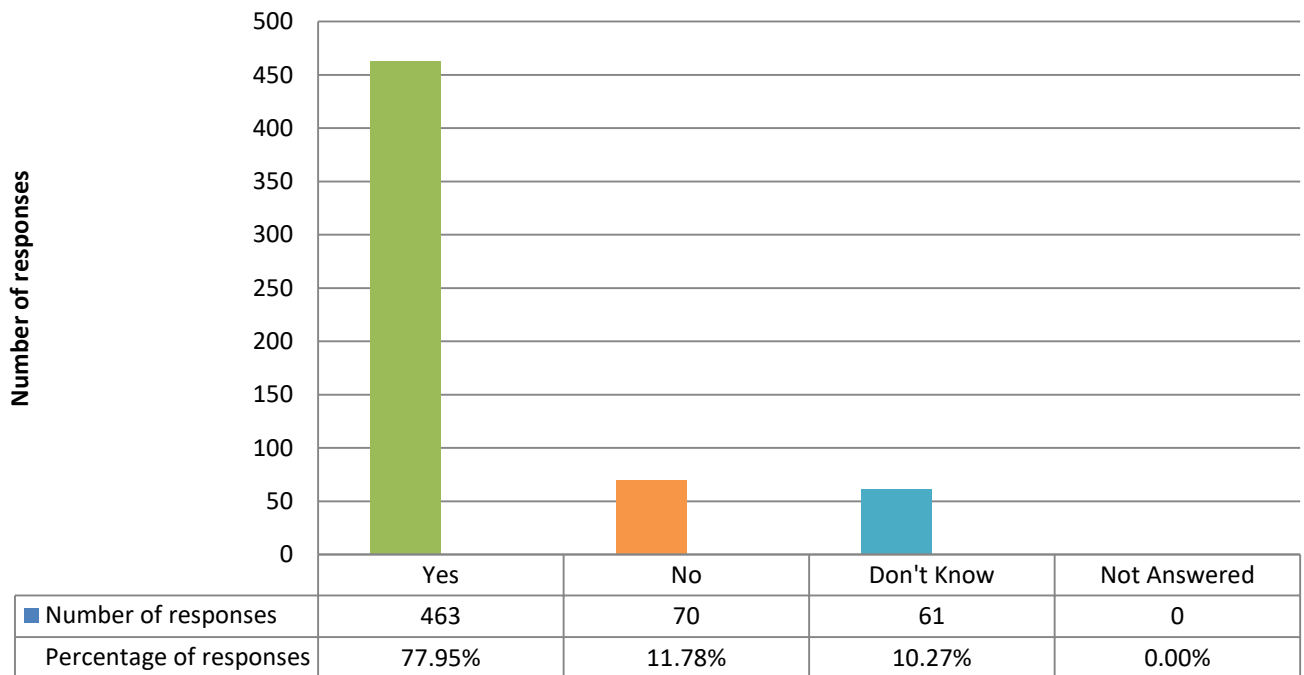
- In most cases tables will show both number of respondents and percentage of responses.
- Not all questions were answered.
- Some questions invited multiple answers.



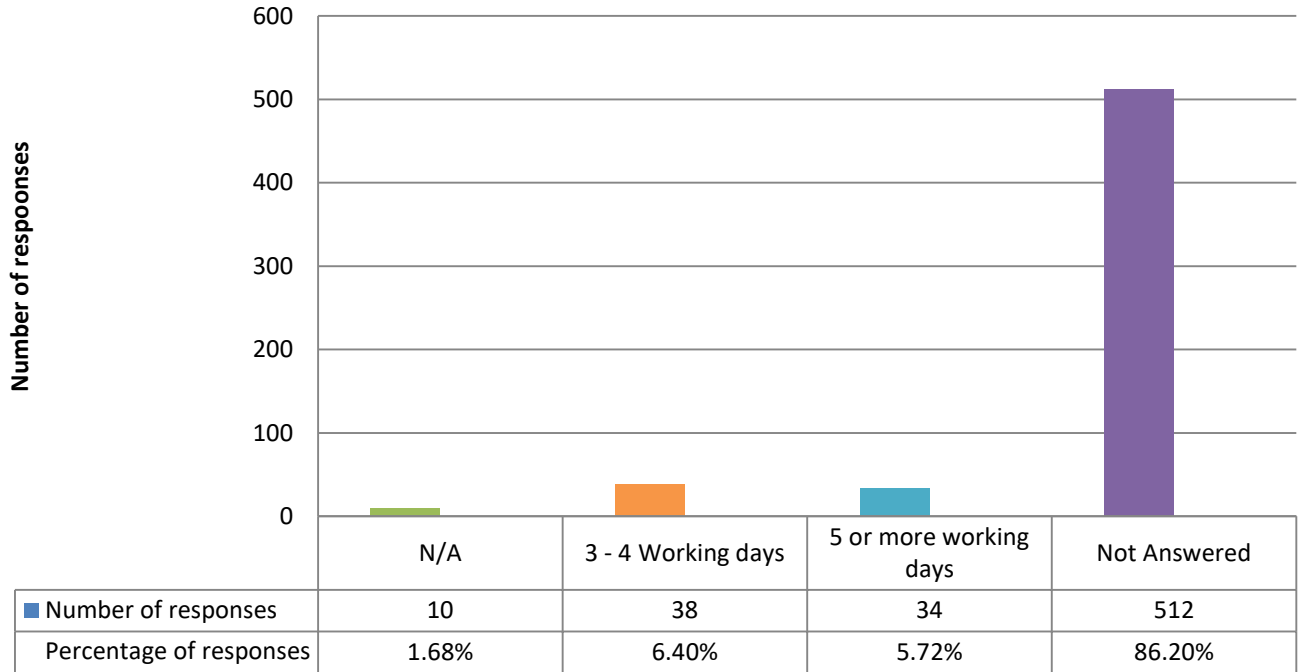
When did you last attend an appointment with a GP or Nurse?



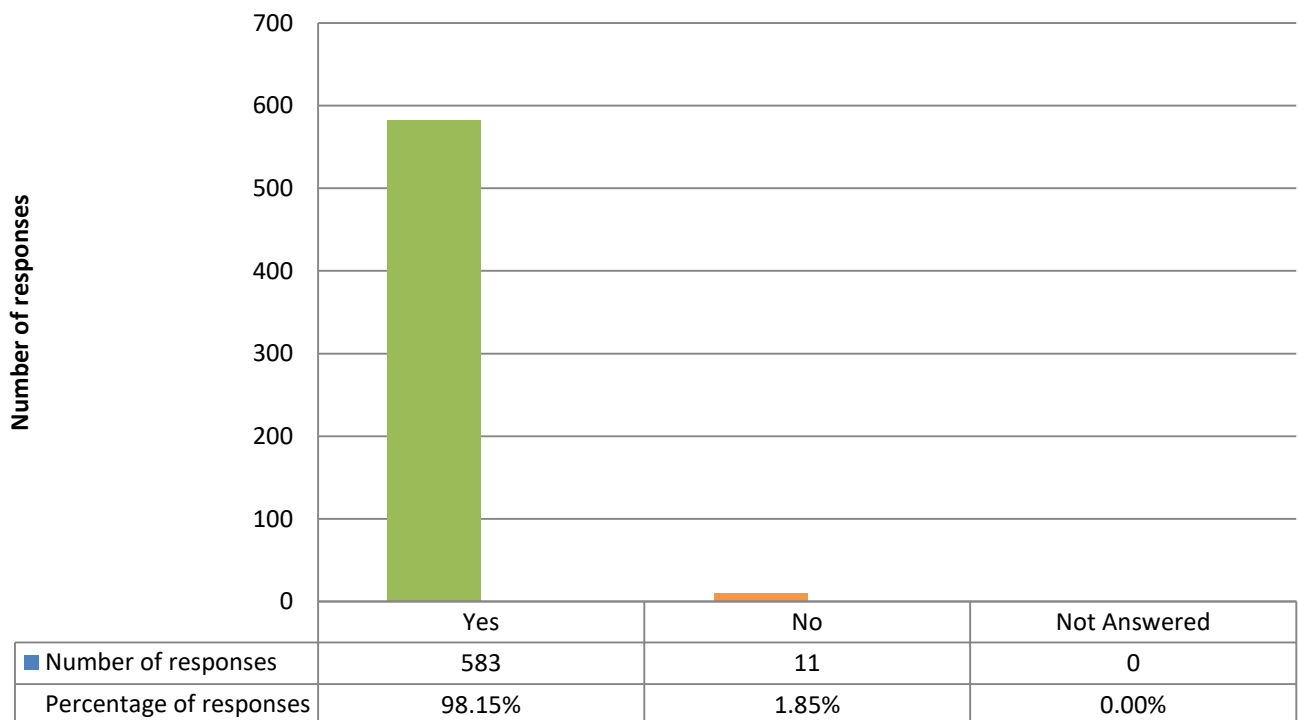
A1. Last time you tried to see a Doctor fairly quickly, were you able to see a doctor in the next two working days the practice was open?



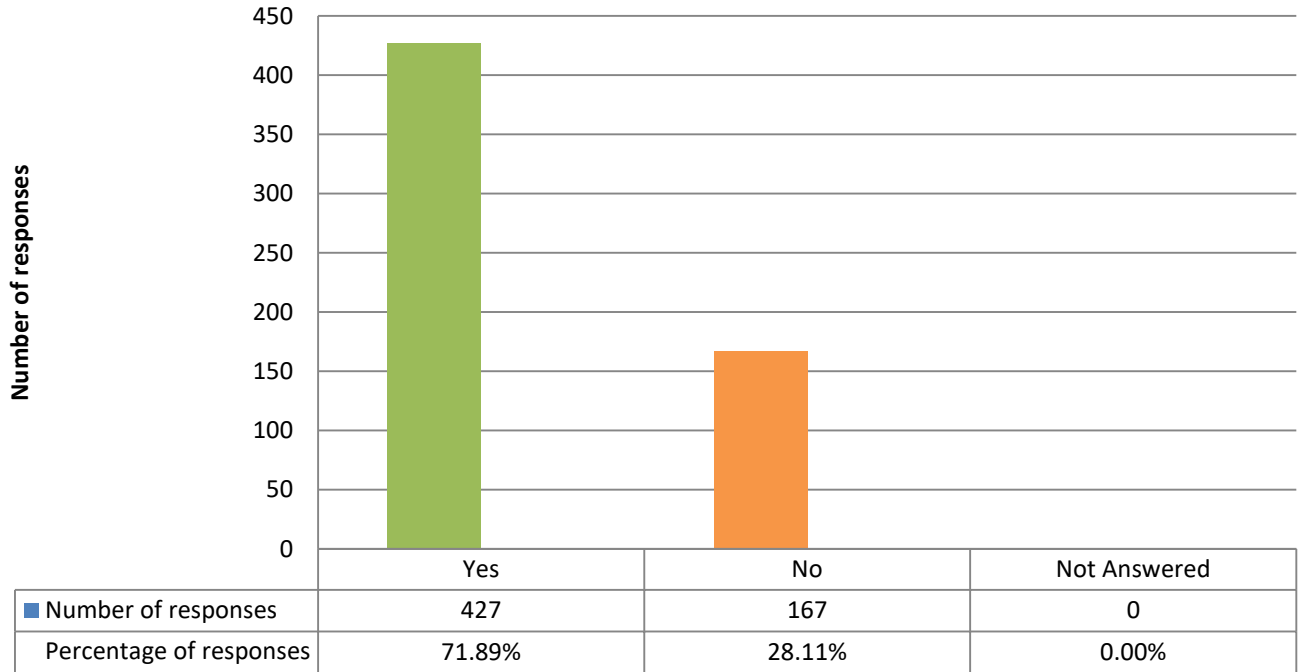
A2. If you had to wait more than two working days, how long did you have to wait?



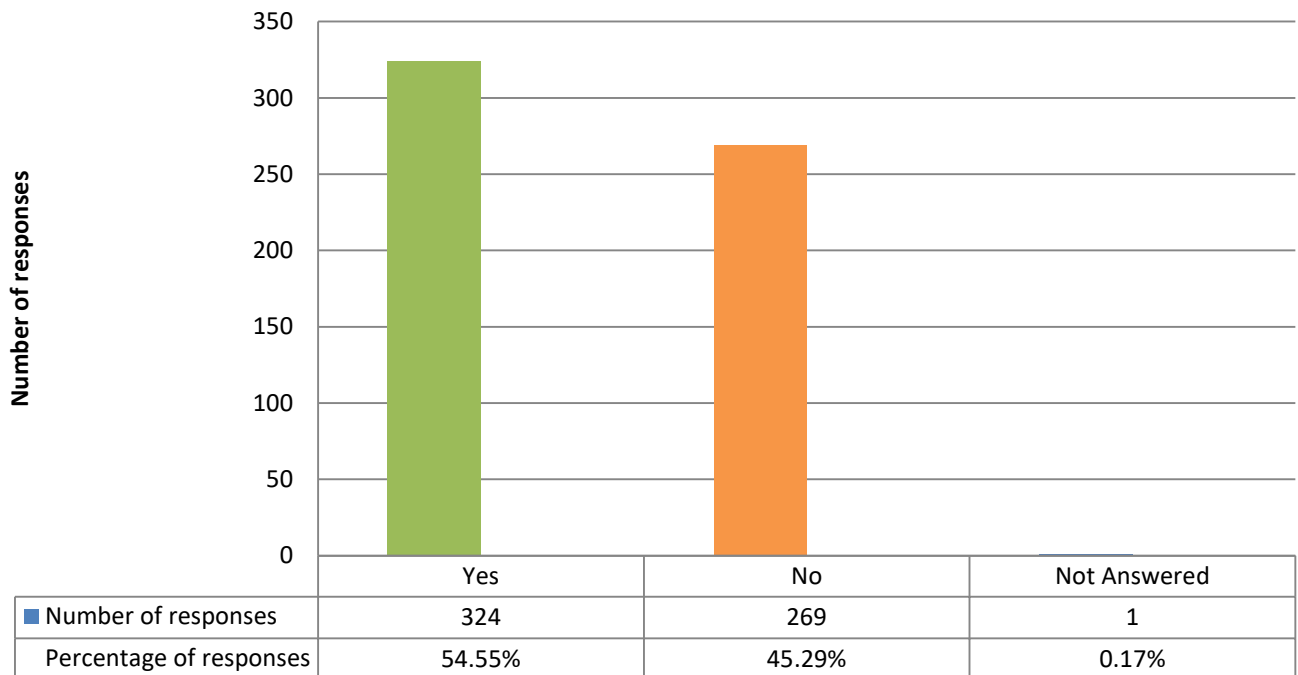
B1. Do you find our appointment times are convenient to attend?



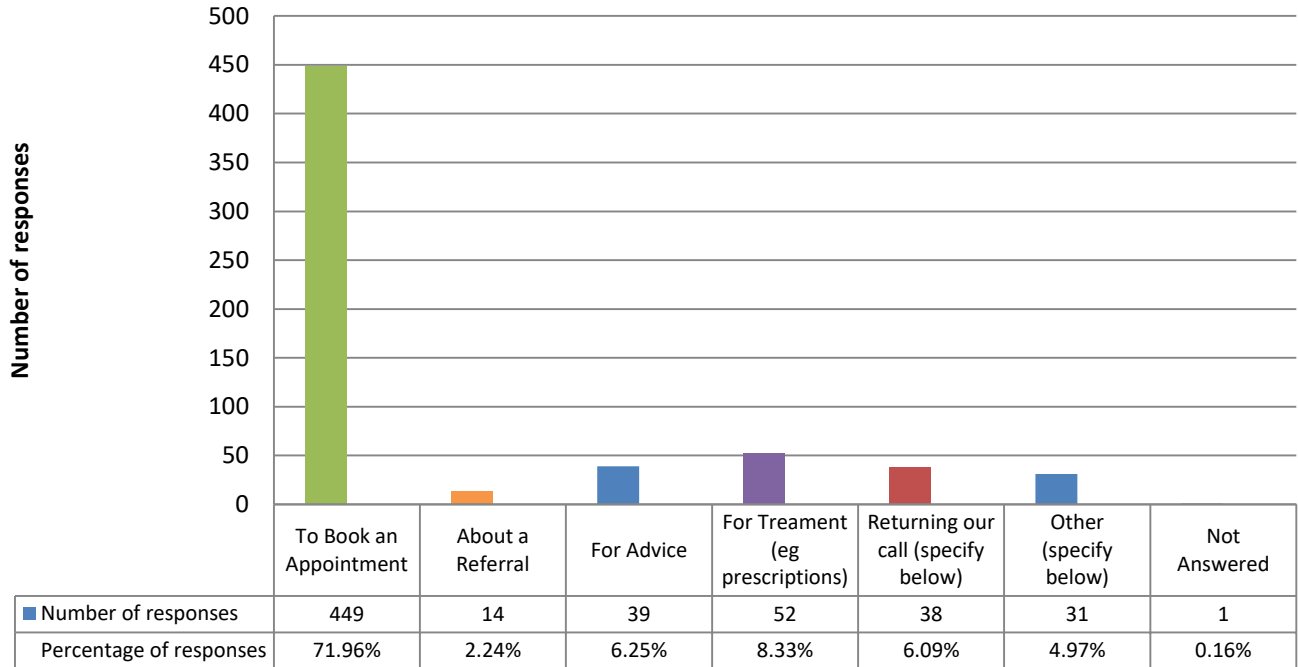
B2. Did you know we offer appointments 6:30pm - 8pm on Mondays and Thursdays?



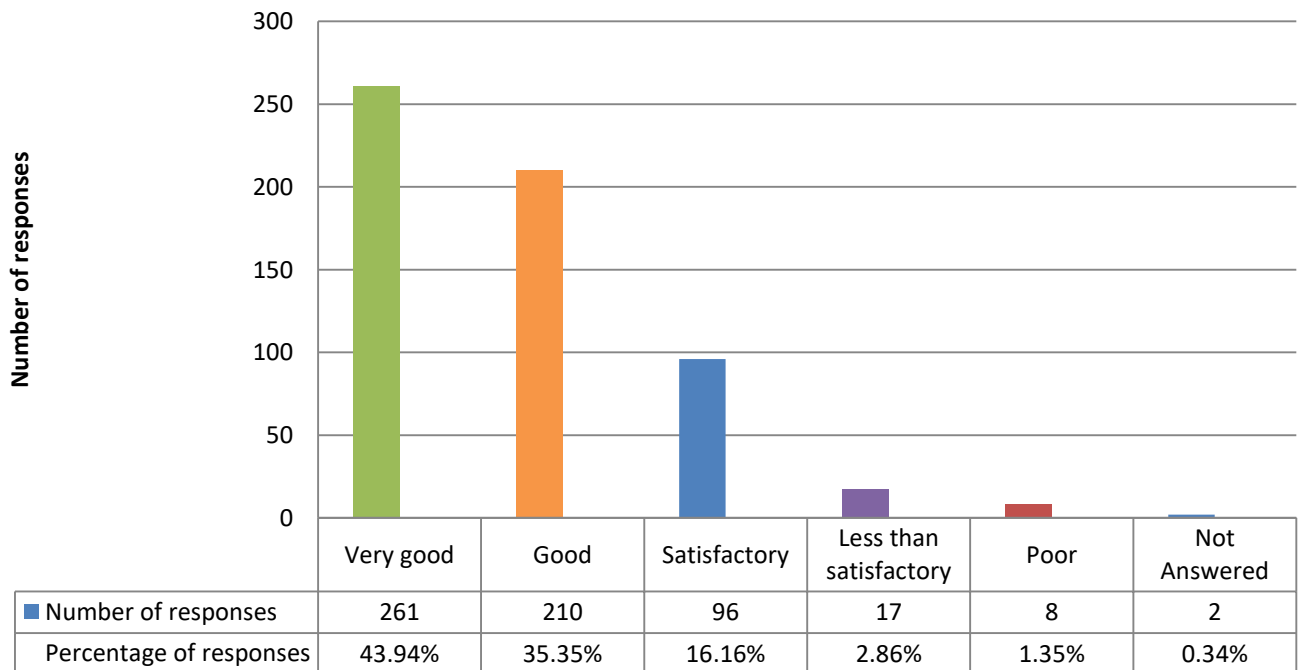
B3. Did you know we offer appointments 8am – 12pm on Saturdays and Sundays?



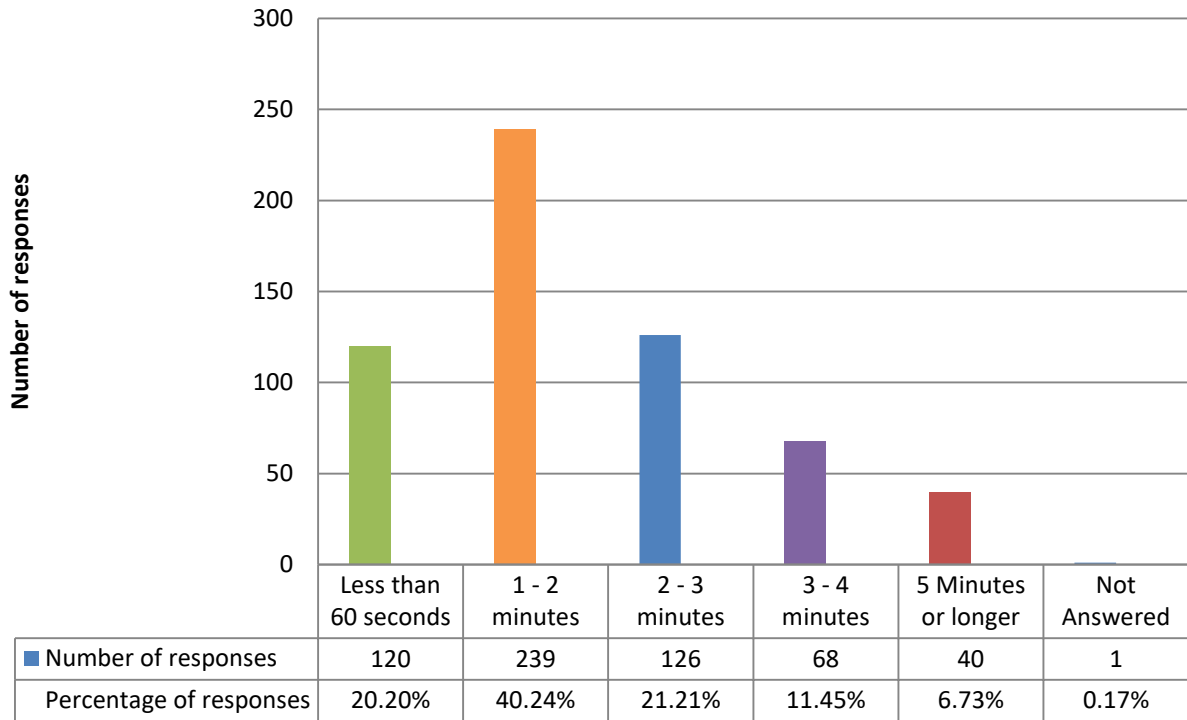
C1. Thinking about the last time you telephoned the practice, which of the following best describes the reason for your call?



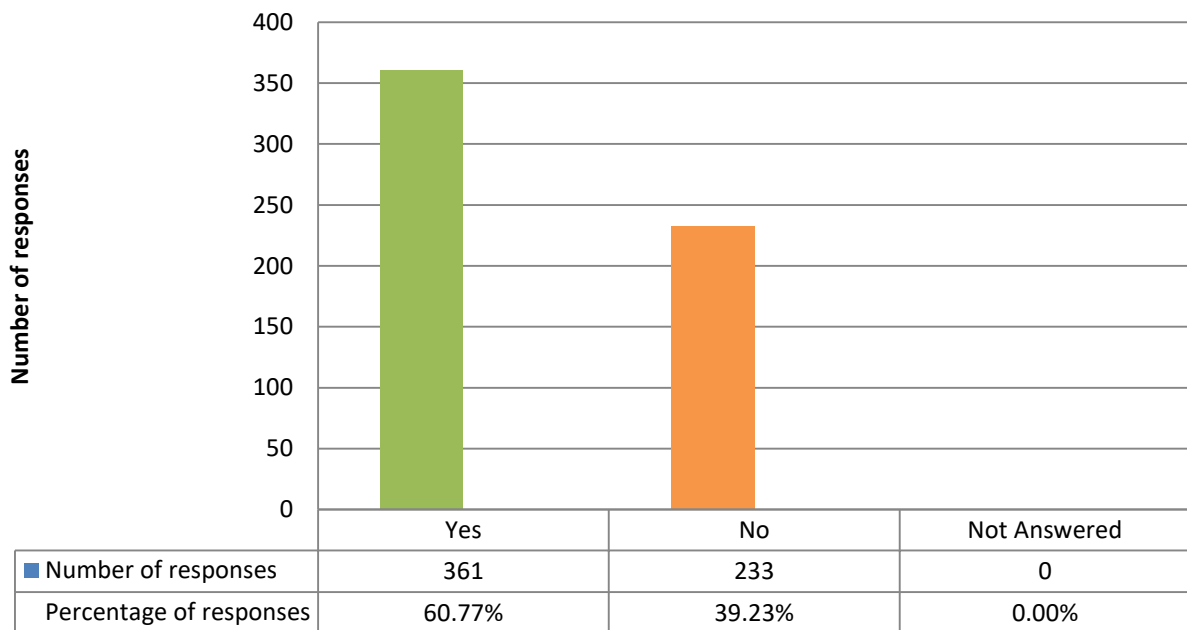
C2. How would you rate your ability to get through to the Practice by telephone?



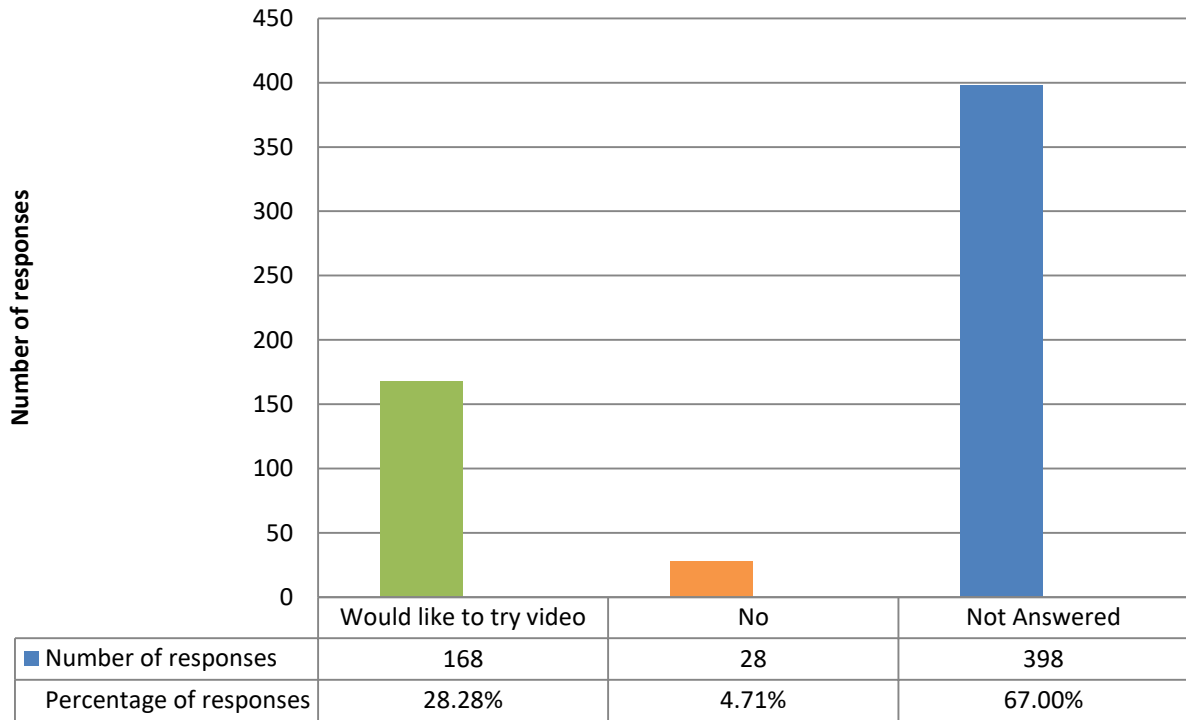
C3. How long did it take for your call to be answered?



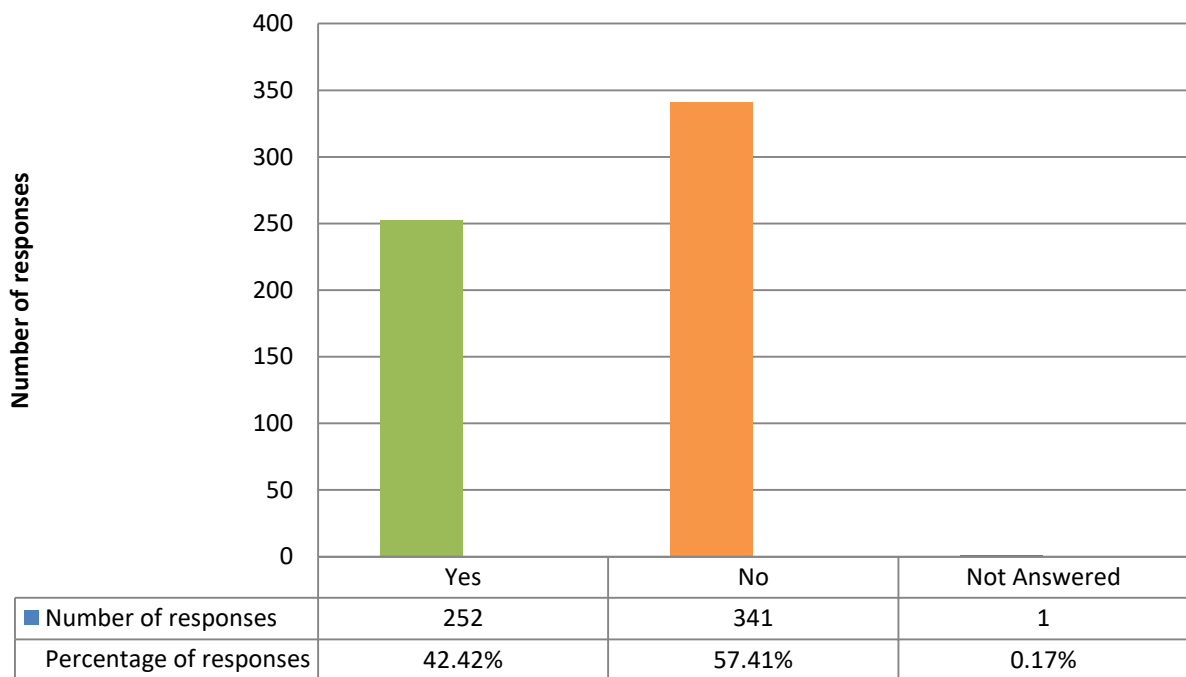
D1. In addition to being able to book appointments and order prescriptions online, did you know that you can book a video consultation if you cannot attend the practice?



D2. Would like to try video consultation in the future



D3. Did you know that we offer an online clinical advice service?



Appendix A: In 2020 we plan to improve patient access by installing a lift, new staircase, and reconfiguring the waiting area. Please let us know if you have any other ideas how we can improve the practice premises.

Comments on improvements
As a new patient to the practice it is too early for me to have an opinion.
We have moved into the area and find the practice premises very good.
As a disabled patient, I am delighted to read about the new plans for better access.
Cannot think of any at this time.
Congratulations! Good improvement
Current arrangements excellent
Great idea
I find it ok
Keep the NHS to share and available for all.
Like it how it is
Nice
No
No
No
No
No comment
No comment, I don't visit often enough to notice!
No comment, I don't visit often enough to notice!
No suggestions
Non
None
None
None
None
None as yet
none at the moment
None other than those previously noted
Not at the moment
Not at this moment in time
Ok
Outstanding service.
Sounds good to me
Thats fine, excellent.
The practice is very good
What you plan sounds good
Will be a good idea. I must not have attended or read my E mail if sent to me
Already excellent
Already quite good

Lift/ Access to Building
A lift would be nice.
A lift would have been my answer as I struggle with stairs.
It's pretty good except for upstairs rooms when disabled.
LIFT TO UPSTAIRS - BRILLIANT!
Really good to hear. Used to struggle up the stairs!
Seems ideal to me as it is but lift great for upstairs!
Wheelchair ramp

Toilet
A decent hand dryer in the toilet and soap that smells nice please
Another accessible toilet
Another toilet.
Better toilet facilities
Extra toilet
More than 1 patient toilet
More toilets.

Reception/ Waiting area

a little more privacy when booking in

Ability to see both receptionists.

Dim the lighting

How accessible is the interior of the building by wheelchair? The reception counter is quite high. What adjustments have you made for people with sight or hearing impairments?

I always find the waiting area way too hot.

I find the waiting area quite clinical dark and dated If there was a budget for cosmetic improvement I would change the layout and seating and add some non medical pictures. I think a more welcoming area would help patients to relax and better prepare for their appointment.

I know many people like a warm waiting room, but I have to admit that in winter I usually find it too hot. Any chance of turning the temperature down a degree or two?

I would appreciate it looking a little more welcoming by strategically placing one or two plants around and having some interesting art work, maybe amateur, on the walls.

Improve area for children

Improve visibility of the receptionists when queuing at the desk? The one of side nearest to corridor is hidden behind the wall so not easy to see when available. Not a massive issues in the grand scheme of things though!

less blue/sterile colour scheme

More comfortable chairs and water machine and machine for handgell

More toilets. Tv on wall

Nat geographic magazine!

One of the reception desks is not visible when queueing up. Bit awkward as have to peer round the wall to see if it's your turn. Better layout here would be help.

Only suggestion is make the reception desk more private.

Patient calling signs in all waiting areas

Play area

Please include handrails whilst waiting for reception staff.

Some form of air filtration system to help prevent cross infections may be helpful to both patients and staff.

Some potted plants and interesting art work

Sometimes I find it difficult to see if someone is behind the reception desk whilst keeping a respectful distance from other patients that may already be dealing with a member of staff.

I think the ramp access to the practice is brilliant and the button access to the door also great for those less mobile and with a pram.

The number of seats and comfort could be improved.

Think water cooler would be good

Water cooler

Water cooler machines made available. Clearer / more accessible screen to show which patient is next due in for their appointment as the current layout where it is positioned is restrictive if you're not sat in the waiting room directly facing the "bleep" screen .

Water cooler would help patients who suffer dry mouths due to medication

Water dispenser

Water fountain/cooler please

I find Smooth radio is depressing, something more up beat please

Water machine

Water machine in waiting area

Water station

News papers as opposed to asperational magazines.

Tv on wall

Check In System

A possible electronic booking in system

Would be helpful 2 have an appointment system that patients can self check in, inside the waiting area. This then frees the receptionists to focus on alternative tasks

BSL

Are any of your staff trained in BSL?

Parking

Better and easier parking facilities as most people come by car.

Better parking facilities.

Car park needs to have an entry and exit access.

I struggle reversing out of the car park spaces as cars are too close

Increased parking space

Larger ca

More parking but I realise this is difficult due to location

Please get cctv to cover your car park, after being hit by a car in your car park, the police would not pursue my case as there are no cctv coverage. The motorist backed into my car, then drove at me knocking me to the floor.

Widen car park entrance Arrange with con club to use there car park

more disabled car parking in car park please

Charge Patients

Charge all patients £10 for consultation



Bike rack

Decent, covered bike racks in a convenient location not obscured by rubbish. You should be encouraging active travel as part of preventative medicine.

Provide good quality cycle parking at front of surgery, NOT a few wheel benders along with the rubbish at the back. You need to encourage active, healthy lifestyles, not just treat people who are sick because of lack of exercise.

Appointments

Improve times blood can be taken

More doctors availability online and more women doctors

More nurses?

Prescriptions

Look at how we get prescriptions to be on the repeat prescriptions list. I keep asking but it never happens.

Postbox

Proper letter box for post

Appendix B: If you have any comments regarding the clinical services you receive please write them here:

Telephones
Don't like the introductory message which presumes all callers may be abusive or swear at the receptionists , I understand that staff need protection but sets a bad tone . Respectful callers are penalised for the actions of the minority. Suggest you trial removing the message .
Don't like the introductory message which presumes all callers may be abusive or swear at the receptionists , I understand that staff need protection but sets a bad tone . Respectful callers are penalised for the actions of the minority. Suggest you trial removing the message .
Just the time trying to get through on the telephone

Appointments
Always excellent help and advice at the INR Clinic.
Always excellent service from cleatical, nursing, pharmacist to GPs.
Although pleased to see a doctor quickly usually I sometimes wonder about continuity when you have ongoing problems because the last few time I have had appointments I have seen different doctors.
Appointments are available with doctors but when my husband wants to see a particular doctor eg dr wise it is difficult and time consuming. Appointments seem to be released at different times.
Coil fitting and or removal would be good.
Access to appointments is very good.
Doctors not very good with menopause issues. Quick to prescribe, not enough time to listen. Learned more from internet than Doctors.
Easier access to appointments especially when trying to book on line
For often youve no hope of 1 for 3 weeks, or wait for ages on phone
I attended a standard health check with a nurse on 13th February which was fine. It would have been helpful if the purpose and format of the health check had been explained in advance e.g. that I had to bring in a urine sample.
I found personally that the biggest problem I have had is that catheter change is only available by a district nurse and this was not told to me very early in my treatment I feel this should be available at the practice as are other services I personally would be far happier with that arrangement rather than struggling to find an alternative arrangement to a district nurse.
I would like more availability of the range of appointments with the appropriate nurse.
In the past i was able to complete a oaper review for my asthma and then hand it in to reception. However this time i was told I had to see the nurse or do a video call. I came yo see the nurse but wasnt happy that I took an appointment. I wasnt able to do a video call
Is it possible to book appointments on-line with practice nurses.
It's very hard/impossible to get to see the same doctor for a follow up appointment. I do think being able to see the same doctor on each visit saves time for both patient and doctor on following up on a patient's history and is also very important to a patient. The turnaround of doctors at Marple cottage Surgery seems to be high?
Perhaps an annual body check for skin cancers due to the prevalence these days.
Would like more time for patients to be treated holistically

other services
Access to a dietician or nutritionist

Prescriptions
I find the practice generally well run. I would like a faster way of gaining a repeat prescription, as I am always worried I will forget to pick it up.
It is clumsy to get a password to use online system for repeat prescriptions

Health advice
Offer help and advice on walking and cycling: stock cycling and walking literature in the waiting area. Prevention is better than treating medical conditions.

Online Services
I particularly like the online app myGP to book an appointment and order repeat prescriptions. Very useful and user friendly.
Brilliant on-line services. Great at emergency appointments/advice. EMAIL service is great + time-saving
Please provide online access to book appointments. Never received forms when I joined 18months ago.

Staff
At times a bit hit and miss. Dr Wise is excellent.
Clinical services are excellent!! Dr Al-Ausi is amazing...
Doctor is knowledgeable, polite and thorough
Dr Sam Wise is the most caring, understanding doctor I have ever met. She calls people by their name really listens and always gives her utmost . Thank you .
Dr Wise is excellent and I think it is a very good practice overall. Thank you
Dr wise is excellent. She should be made a partner. She is kind caring and enthusiastic.
Dr Wise is without doubt one of the best GP's I have seen in almost 50 years - I think the practice should consider her to be a partner - the practice needs a female partner to balance the service they give -
Dr Wise is without doubt the best GP I have every in over 50 years experienced- and she would make an excellent partner for the practice.
Excellent services throughout the practice from all staff. Thank you
I am 100% happy with the service I get from the Receptionist to the Doctors especially. Dr Andy Johnson & Dr Wise
I am content with the help & service I receive from doctors, nurses & staff, just a shame about human over population, which puts limits - strains on 'all' services these days; however, I feel lucky to have been with this practice, in its various forms, since my birth in 1941, always good people.
Inr regular checks very well done Joanne and Sarah Thank you

Marple Cottage Surgery just gets better and better. It is the cause of jealousy for many friends and relatives due to the service and quick available appointments. The personal touch from the staff, Doctors and front of house, when my Dad died last year will always stay with me. Thank you.
Nice relationships between staffs + patients has been my experience
No On general you are very efficient and effective with good doctorrz
Practise staff are so helpfull and approachable, reception and admin staff are lovely and so are nurses. Doctors are great too, especially Dr Wise, you know she will always try and help you the best she can so even when you leave without a referral or prescription or something else you still feel listened to and that she will have done eveything in your best intrests. Other doctors are fab too, thanks!
Required an urgent appointment the receptionist I think called Helen was very helpful and enabled me to obtain peace of mind with an appointment that day , prior to moving to marple had had the same gp for a long time and was unsure I would receive a similar service upto now the times I have had to use the surgery not been able to fault it.
Today's visit was for my son but they gave us excellent service and the new doctor was super
Very happy with the level of clinical service. Doctors clearly feel free to consult each other when a diagnosis is not straightforward- such teamwork gives reassurance to the patients.

Comments
Again, a very good service.
All ok by me
All seems good very happy the way Dr's Work keep up good work
All services brilliant for myself and my wife. Always accomdated quickly. Thanks and merry Christmas.
All the clinical and non clinical staff are exceptional.
Always been treated very well
Always find them very good
Always had a good experience with the staff at the practice
Always helpful and professional thank you.
Always very effective. Hospital referrals are followed up well.
Always very good response and quality service.
An excellent all round service, very much appreciated.
As a general rule, all staff at Marple Cottage have been approachable and polite.
As last comment
Brilliant service
Brilliant service no complaints
Care has always been excellent, can't fault it.
Completely happy with my doctors from making the appointment to seeing the doctor
EVERYTHING REALLY GOOD
Excellent
Excellent all-round
Excellent clinical care and services
Excellent clinical service - every time
Excellent in terms of expertise and responsiveness
Excellent practice
Excellent quality of treatment
Excellent service
Excellent Service
Excellent service
Excellent service
Excellent service could not fault the practice
Excellent service. Very polite and courteous from 1st ringing through seeing Dr and aftercare.
Excellent Information sheets re: childhood imms 'what to expect' With common side effects etc would be useful Not sure of policy on skin prep for imms?
Exceptional
Extremely good
Fantastic practice
Fantastic service, thanks
Good
Good
Great service
Have always received excellent care.
Have been registered with the practice for 4 years . I have always received good sound clinical advice.
Have no complaints as yet.
Have only visited twice, but everything went fine. Thank you.
I am reasonably satisfied
I am still waiting for results from a scan I had over two months ago which is not your fault and I know HHS is swamped at moment but you would think they would at least keep you updated you guys are great
I appreciate my gp surgery and have no complaints. I think time for both gp and patient could be saved, by streamlining some aspects of treatment, is the way to go. For example. I understand my asthma. I don't need a gp to see me. I just need a new inhaler. Having to see my gp to obtain one is a waste of my time and there's. I understand that this is not the case for everyone. But for those with a stable condition and good understanding it could work. I recently had an infection in the membrane of my nose. I know the treatment, I have had it before. I purchased the cream for £29.00 from an online gp. Way above bnf price. But it saved me an hour of my day.
I find the clinical services very good and I have no complaints regarding them.
I find the service exceptional. I hear so many work colleagues complaining about their surgery and waiting times, making 100+ calls before getting it answered. Please don't change your core values because it works just fine
I find the service exceptional. I hear so many work colleagues complaining about their surgery and waiting times, making 100+ calls before getting it answered. Please don't change your core values because it works just fine
I find the whole service the cottage surgery provides is to a very high standard with very friendly staff. So glad I moved there a couple of years ago. I would fully recommend it to anyone in Marple

Marple Cottage Surgery

I have always been pleased with the practice, it is much better than my previous doctors where I used to live. The service I have received since the birth of my son has been absolutely brilliant and they have always seen me the same day when I have felt he needed checking over. Each time making me feel reassured and well looked after. I am very pleased with the practice and like the online booking and email facility. I would highly recommend it to anyone.
I have always been seen if I had a problem
I have never had anything but praise for the treatment I have received from you. Thank you.
I have received excellent care from everyone I've come into contact with
I have recently joined the surgery. Excellent service compared with previous GP. Thanks for being efficient and helpful
I have required quite a lot of appointments recently and I have been impressed by the service I have received and the prompt referral to Stepping Hill. Thank you.
I hear so many people complaining about their doctors surgery and the wait times for an appointment. I have never had issues getting seen at Marple cottage surgery. The quality of care is exceptional
I moved from Romiley where I could never get an appointment, I would call and have to wait until the doctor had decided if she would see me or not!! They did not get back to any patients before 11 am. Sooooo much happier with you all, so caring and treat me like a human
I personally am delighted with the service and attention.
I rate them highly.
I think the surgery and staff are amazing and do a fabulous job. Thanks very much. Keep up the good work.
I very rarely attend the surgery but when I have the problem I had was dealt with in a very good and satisfactory manner
I'm new to the practice. I've visited once to see the nurse, and it was a very positive experience.
I'm sure I've submitted this questionnaire before! Same questions
I'm a fairly new patient so can't really comment as yet.
I'm always happy with the service I receive.
It's excellent
Just a great practice. All staff are welcoming & professional
Keep up the good work thanks!
Lived in Marple 18 months, always received good service from all staff.
lovely practice
Lovely practice with great GP's and the receptionist are always very helpful and professional
MARPLE COTTAGE SURGERY IS THE BEST IN THE NORTH WEST
My dealings with this practice has always been of a high standard
My husband and myself have only recently moved to your practice and in the short time we have been registered with you we have been very impressed with everything about it. It is far superior to the practice we were with before.
N/A so far
No
No
No
No comment needed
No comment needed
None, perfectly satisfied.
Not at the moment
Really pleased as is, video and online good ideas but at my age not sure I could cope.
Satisfactory
Satisfied
Since moving to Marple from Manchester it is a completely different experience because there are less people here and it is too busy in Manchester.
Staff are all amazing and the surgery is great.
Staff are friendly and respectful.
The best run surgery I have ever used. If the NHS is in crisis (it is) here is an oasis of patient friendly efficient and effective delivery of primary care.
Outstanding
The last time I saw somebody I was very pleased with the time I was given and how thorough the assessment was and the manner in which it was conducted
The service is very good
On
The services are very good and quite varied.
The surgery is excellent
The surgery offers so much to so many. I am extremely confident in the practice and the services it provides.
They are best in class
They were very good
This is a brilliant practice. I'm so happy to be registered at Marple Cottage especially when I hear the problems elsewhere with accessing primary care services. Thanks to the teams.
To be more understanding to individual needs and circumstances
Very good
Very good
Very good.
Very good.
Very happy
Very happy with the service
Very polite and helpful staff
Very satisfactory
We are quite satisfied, thank you
Wonderful practice, best I've ever been to. Keep up the great work!
Your clinical services see are good, but what's particularly impressed is how well the practice is administered.
The services I receive are excellent