

The Waterloo Practice

The Waterloo Practice - Patient Questionnaire 2014

Number of Responses: 340



[Excel Report \(click here for full dataset\)](#)

The Waterloo Practice - Patient Questionnaire 2014

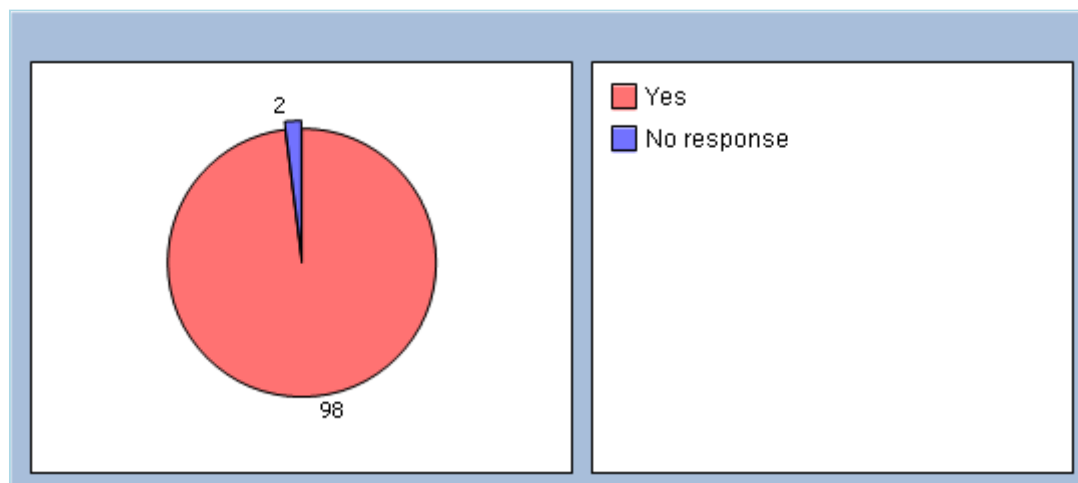
We would be grateful if you would complete this survey about your recent experience of The Waterloo Practice. Our Patient Participation Group have assisted us in the design of this questionnaire and will be discussing the results with us to help us reach decisions about future service provision. We invite all our patients to complete ONE copy of this survey before 31st January 2014.

We are asking for some demographic information about you so that we are able to see if we have collected responses from all patient groups represented within the Practice.

BEFORE YOUR APPOINTMENT

Q1 - Are you a registered Patient of The Waterloo Practice?

Yes	98%
No	0%
No response	2%

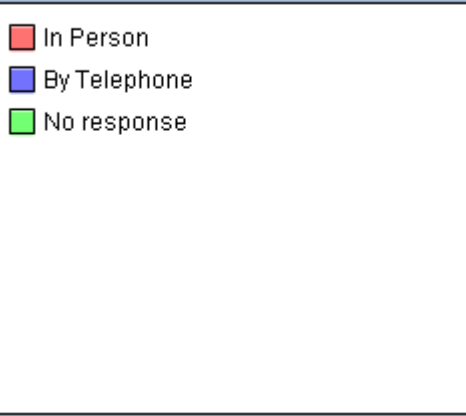
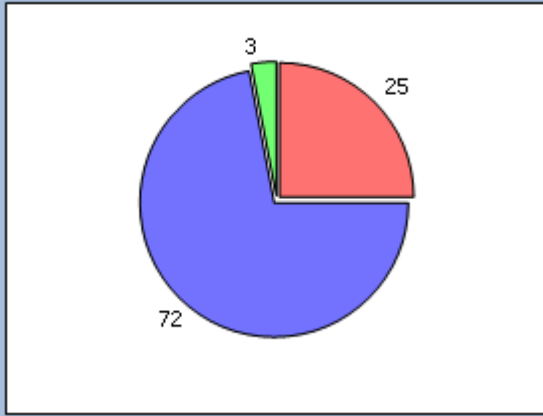


If you answered YES how many years have you been registered at the Practice?

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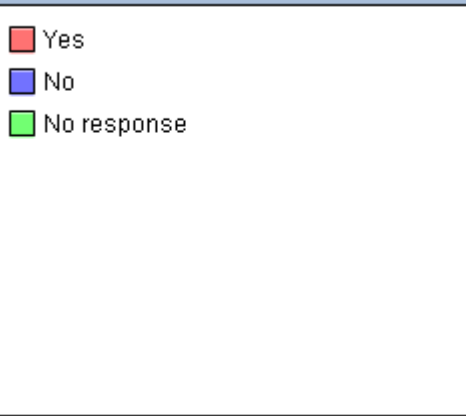
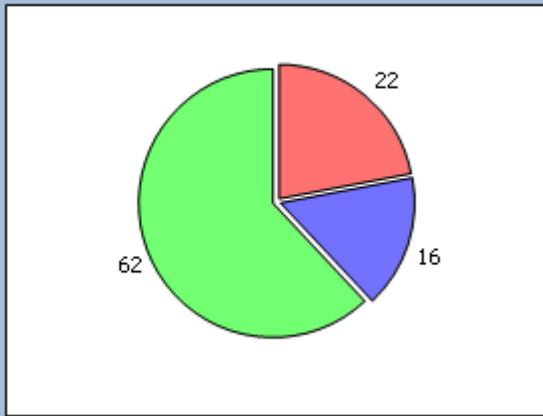
Q2 - How did you book your most recent appointment at The Waterloo Practice?

In Person	25%
By Telephone	72%
No response	3%



If booked in person, was this following your previous appointment?

Yes 22%
No 16%
No response 62%

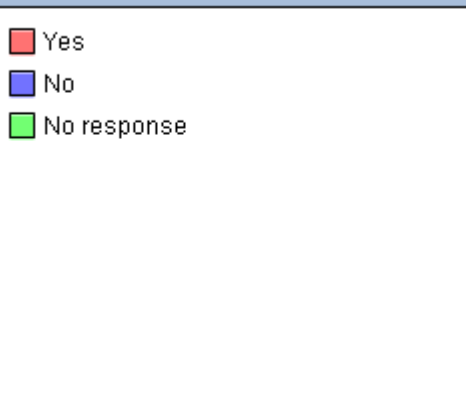
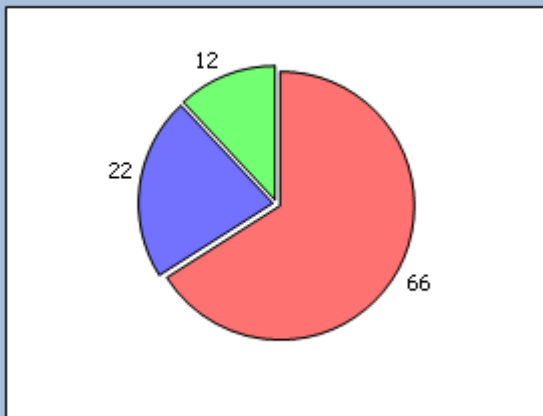


**If you have answered NO, why did you book in person rather than by telephone?
 Please explain**

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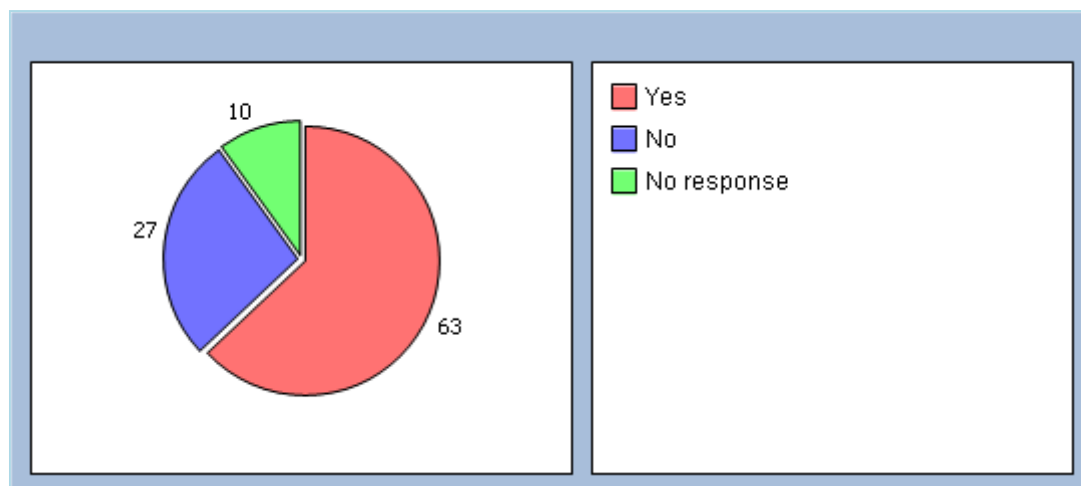
Q3 - We will be making it possible for some appointments to be booked on line through the practice website for those signed up to use SystemOnline (register for this at reception). Do you think patients should be able to book same day appointments on line?

Yes 66%
No 22%
No response 12%



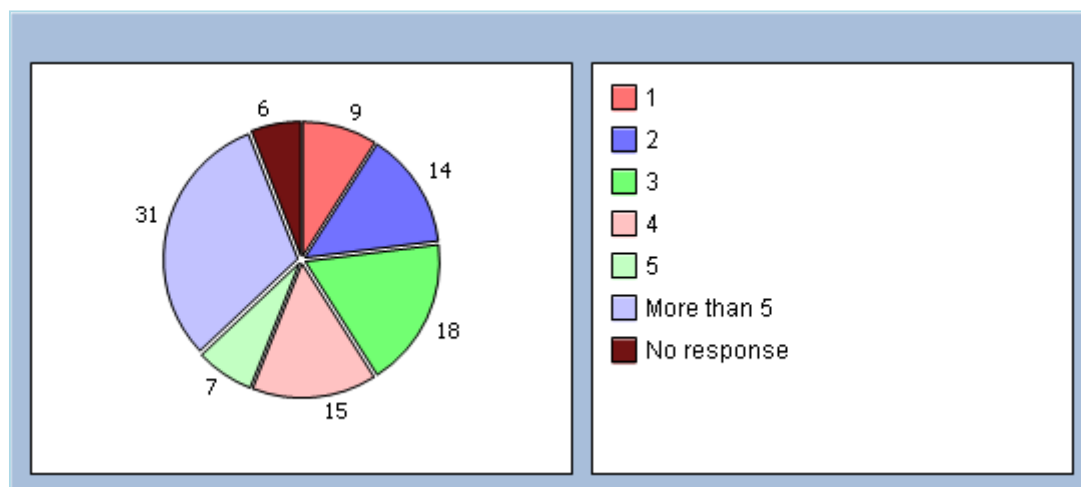
Would you be happy to use the on line appointment booking service?

Yes	63%
No	27%
No response	10%



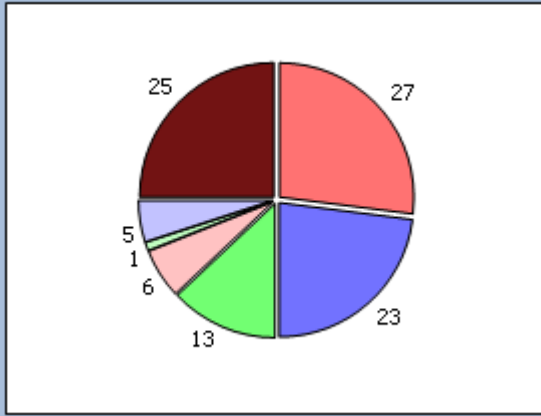
Q4 - In the last 12 months how many times have you had an appointment with a doctor at The Waterloo Practice?

1	9%
2	14%
3	18%
4	15%
5	7%
More than 5	31%
No response	6%



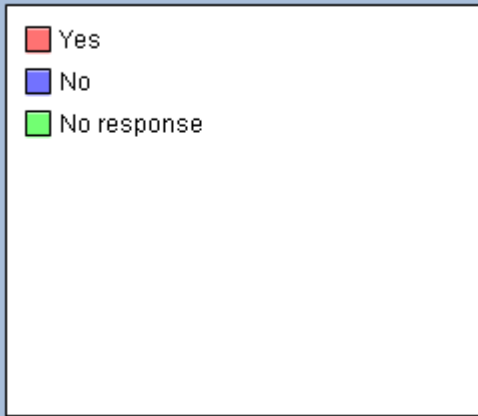
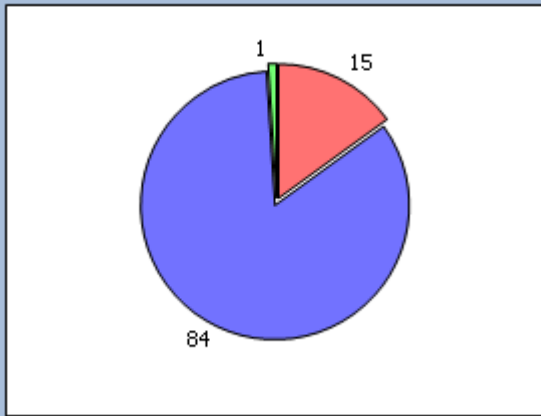
Q5 - In the last 12 months how many times have you had an appointment with a practice nurse at The Waterloo Practice?

1	27%
2	23%
3	13%
4	6%
5	1%
More than 5	5%
No response	25%



Q6 - Have you ever failed to keep an appointment at The Waterloo Practice?

Yes 15%
No 84%
No response 1%



If you have answered YES was this because:

You forgot about it 6%
You could not reach us to inform us that you could not attend 2%
Other 1%

Please explain:

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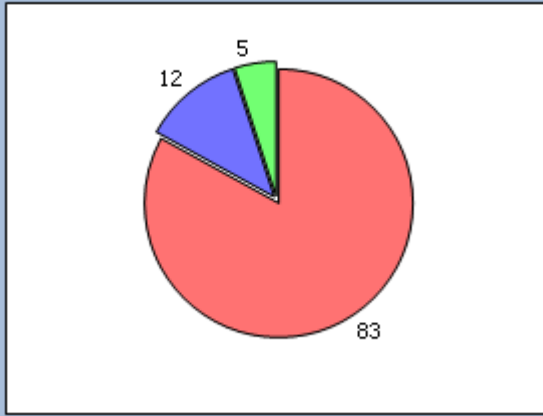
In the first nine months of 2013 there were 739 doctors appointments and 492 nurses appointments lost when patients failed to attend. Failed attendances are wasting appointments that could have been used by other patients. Do you have any suggestions about how to reduce "did not attends"?

Please explain:

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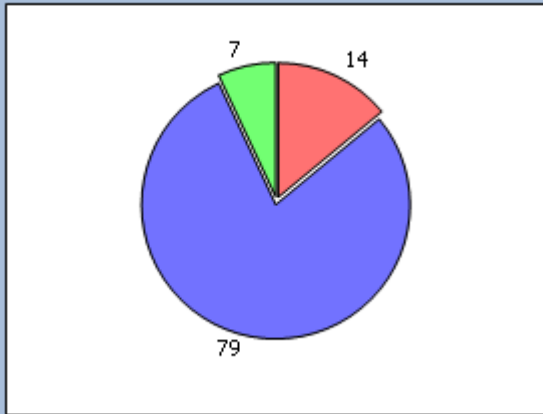
Q7 - When you contact the Practice are the staff helpful?

Yes 83%
No 12%
No response 5%



Q8 - Our Medical Receptionists will help you access the most suitable service for your needs. For this reason they need to obtain information about your illness/health needs. Our staff are all bound by the NHS Code of Confidentiality. Do you have any problems providing our Medical Receptionists with information about your health?

Yes 14%
No 79%
No response 7%

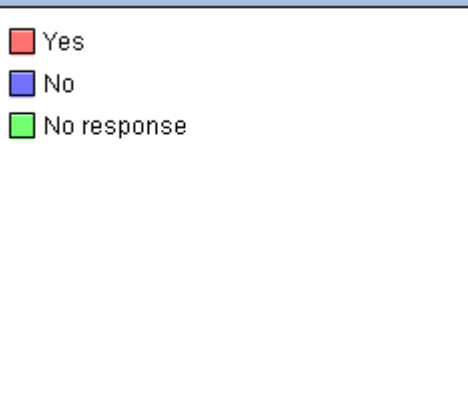
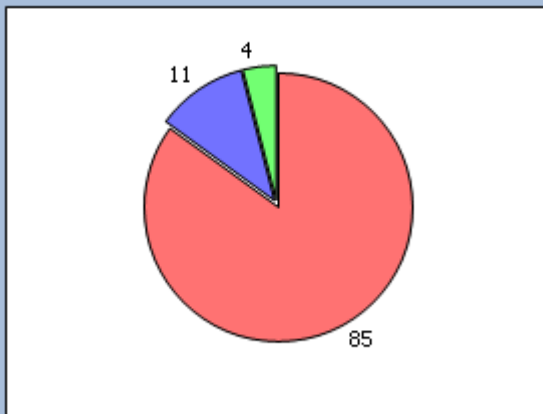


If you have answered Yes please provide suggestions about how we can help direct you to the best service for your needs.

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Q9 - When you booked your most recent appointment at The Waterloo Practice do you feel the staff offered you an appropriate solution to your appointment request?

Yes 85%
No 11%
No response 4%

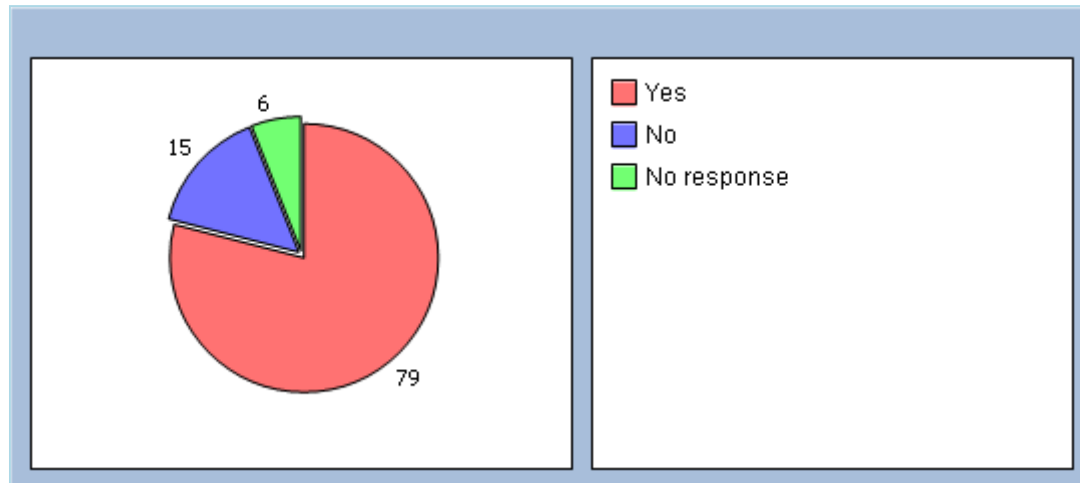


If you have answered NO please explain:

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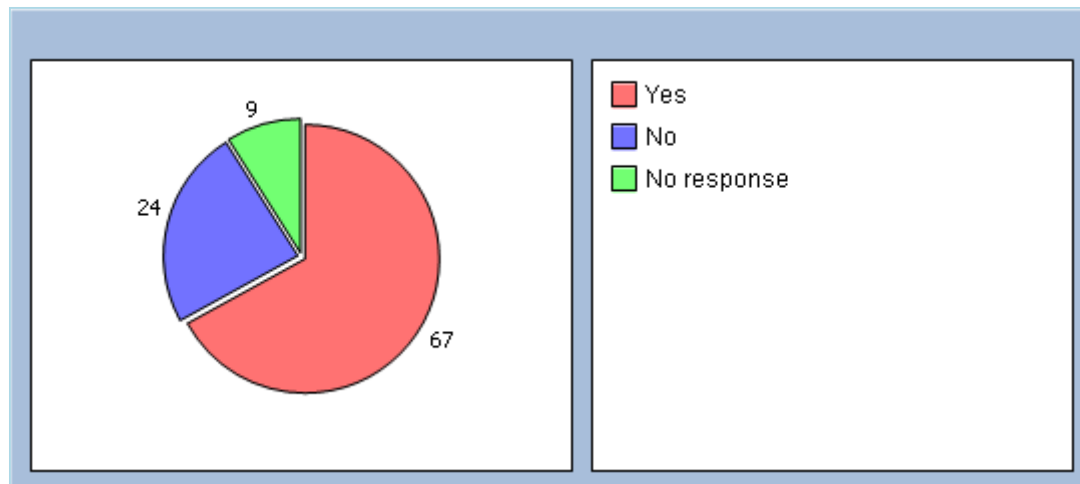
Q10 - Are you aware that The Waterloo Practice provides same day appointments, emergency appointments and evening appointments to ensure that patients are not attending the local hospital Accident and Emergency Department because they cannot obtain a suitable appointment at the Practice?

Yes	79%
No	15%
No response	6%



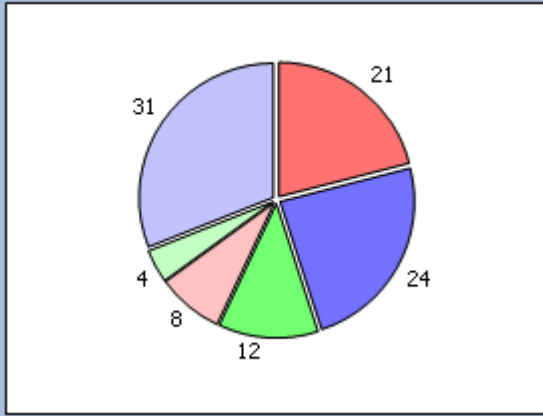
Q11 - Have you ever had a same day or emergency appointment at The Waterloo Practice?

Yes	67%
No	24%
No response	9%



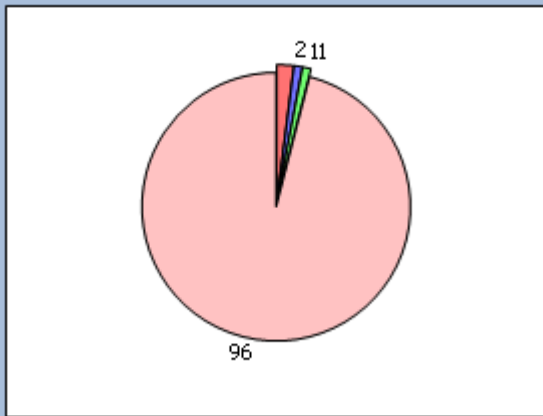
If you have answered YES how satisfactory did you find it?

Excellent	21%
Very Good	24%
Good	12%
Fair	8%
Poor	4%
Very Poor	0%
No response	31%



If you answered poor or very poor why?

I was not offered a convenient time	2%
I could not see my preferred doctor	1%
The doctor did not deal with my problem	0%
The doctor dealt with my problem but I had to go to A&E anyway	0%
Other	1%
No response	96%

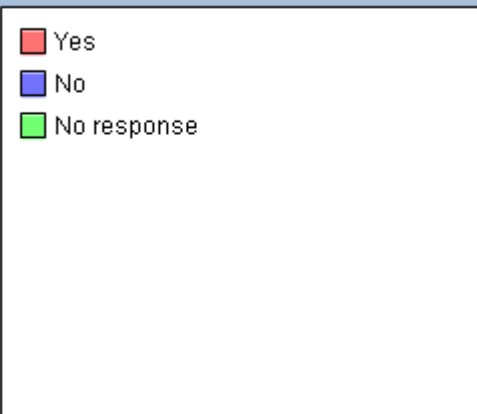
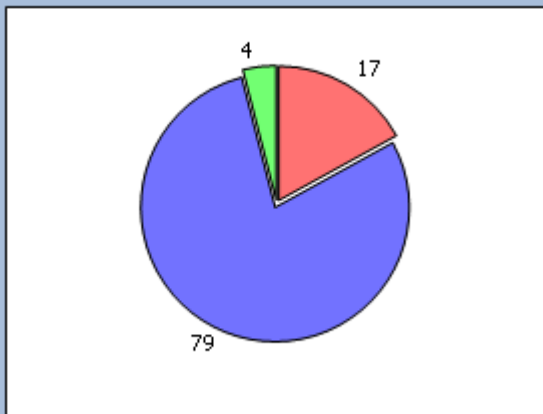


Please explain:

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Q12 - Have you used the out of hours doctor service or NHS111 for a medical matter (ie not dental) in the past 12 months:

Yes	17%
No	79%
No response	4%



If YES, was this because:

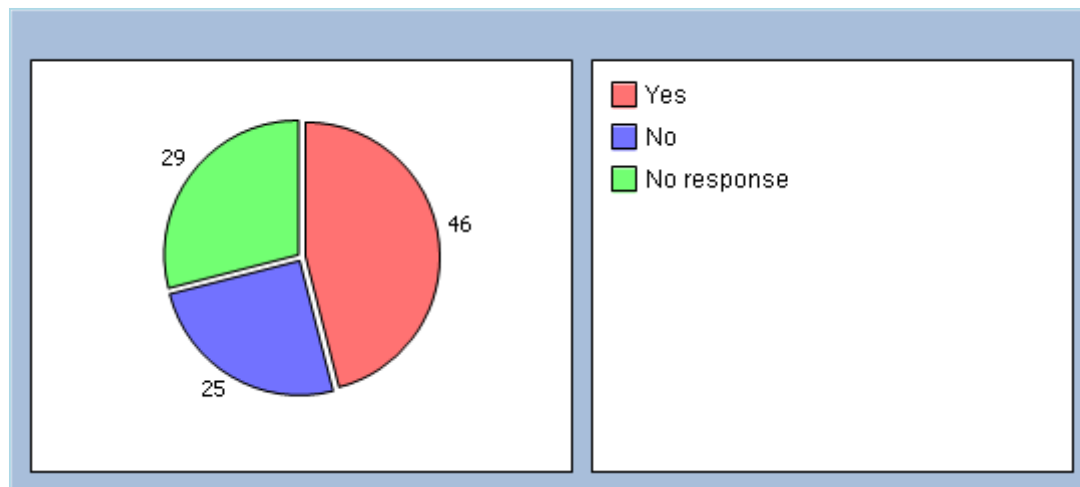
You felt the medical need was urgent and could not wait until the surgery was open	16%
It was more convenient than using the surgery	4%
You felt that the surgery was not going to be able to deal with your problem?	5%
Other - Please explain	0%

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Q13 - There are suggestions that the surgery should be open at weekends and later in the evenings. Please indicate which of the statements below you agree with:

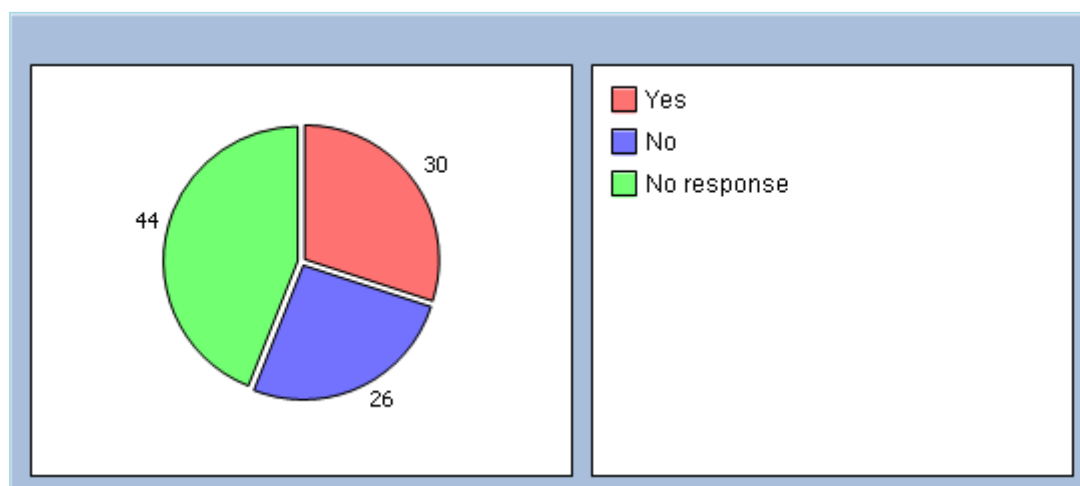
a) The evening and weekend appointments should be for emergency medical problems only

Yes	46%
No	25%
No response	29%



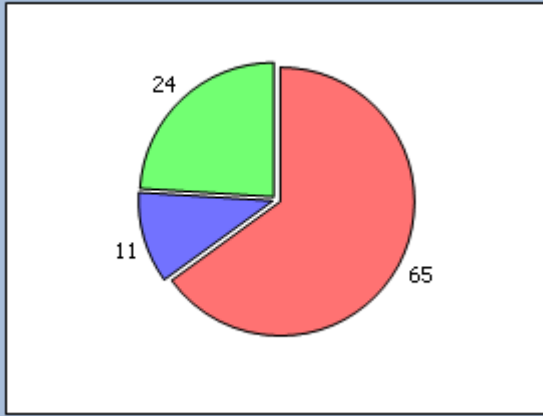
b) The evening and weekend appointments should be available for routine consultations

Yes	30%
No	26%
No response	44%



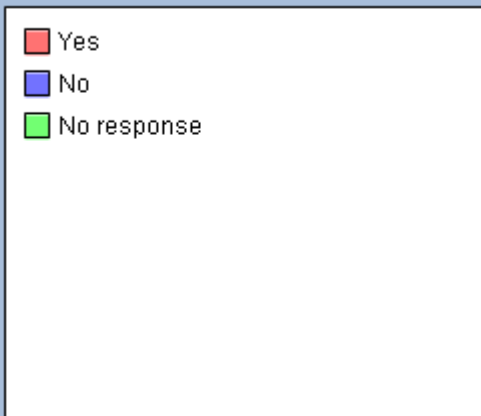
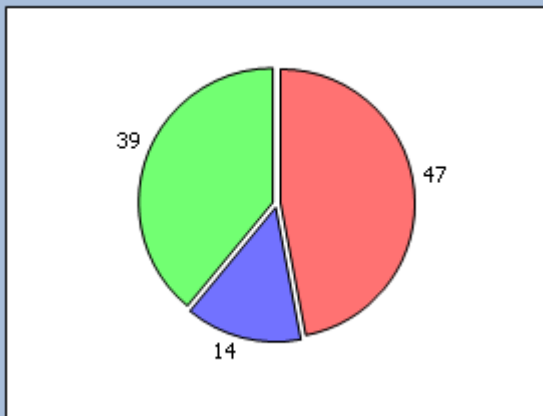
c) The evening and weekend appointments should be offered to those who are unable to attend during the current opening hours due to work commitments.

Yes	65%
No	11%
No response	24%



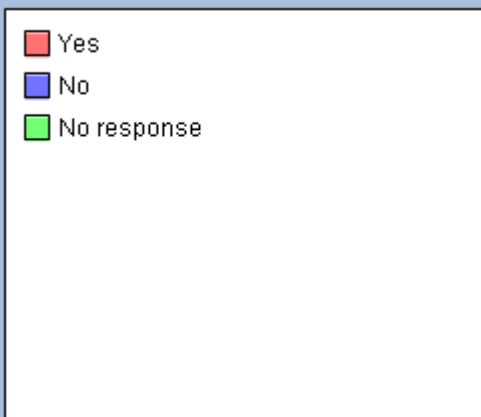
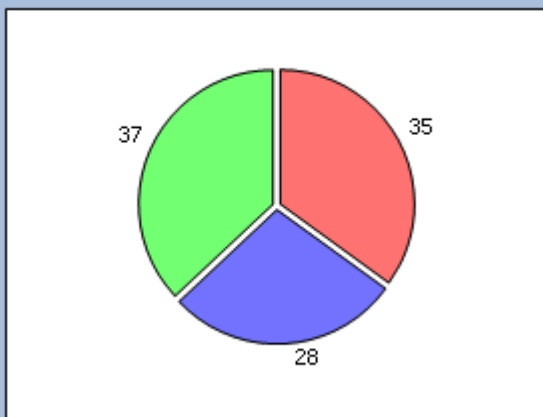
d) The evening and weekend appointments would still be attractive to you if it was not your usual doctor that was offering them.

Yes 47%
No 14%
No response 39%



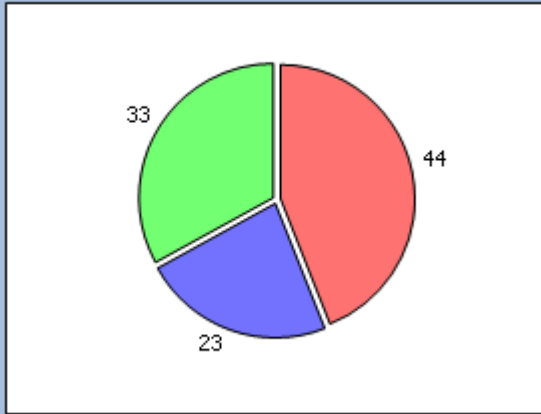
e) You would expect your usual doctor to reduce his/her availability during Monday to Friday so that he/she could be available at weekends.

Yes 35%
No 28%
No response 37%



f) You would expect nurse appointments to be available during the weekends and evenings.

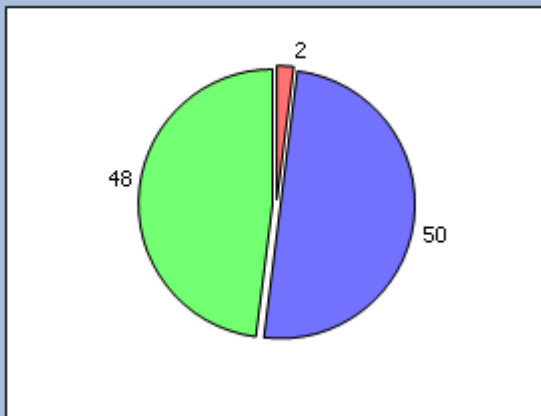
Yes 44%
No 23%
No response 33%



- Yes
- No
- No response

g) You NEED the surgery to be open for reasons other than to see a doctor

Yes **2%**
No **50%**
No response **48%**



- Yes
- No
- No response

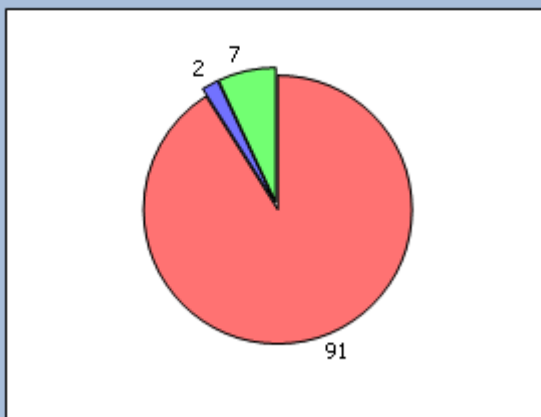
If you have answered YES to g) please explain

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CONSULTATIONS

Q14 - At your most recent appointment did the doctor make you feel at ease during the consultation?

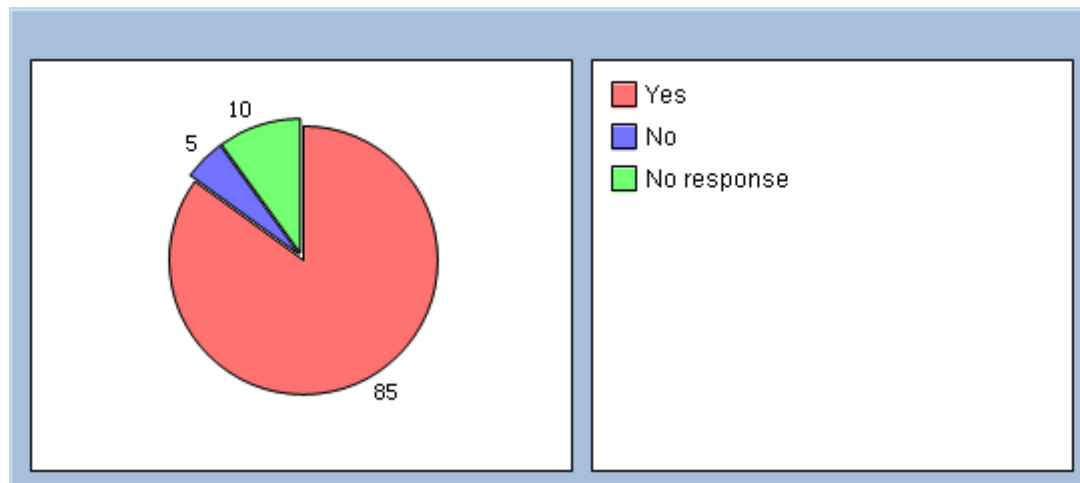
Yes **91%**
No **2%**
No response **7%**



- Yes
- No
- No response

Q15 - At your most recent appointment do you feel the doctor understood your problem and was able to explain and help you with your care?

Yes	85%
No	5%
No response	10%

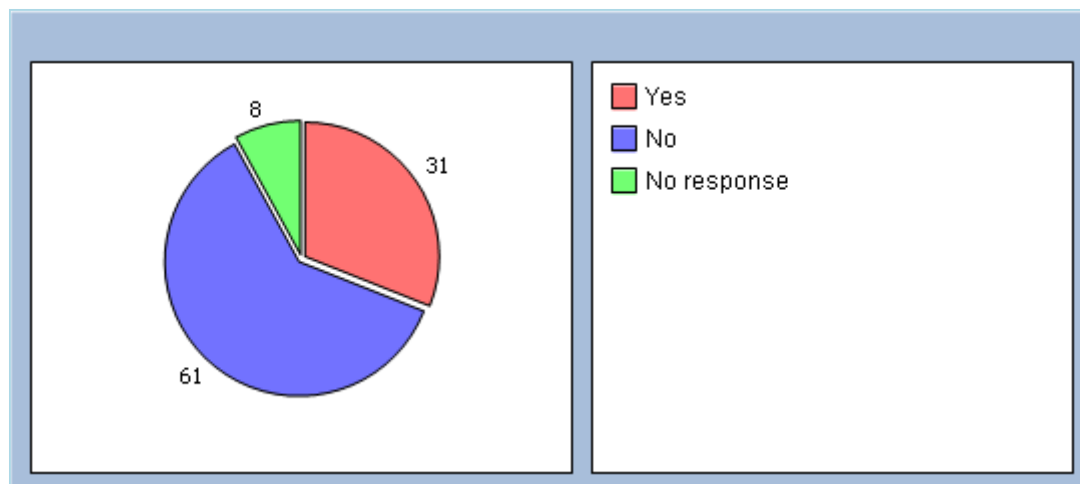


If you answered NO please explain:

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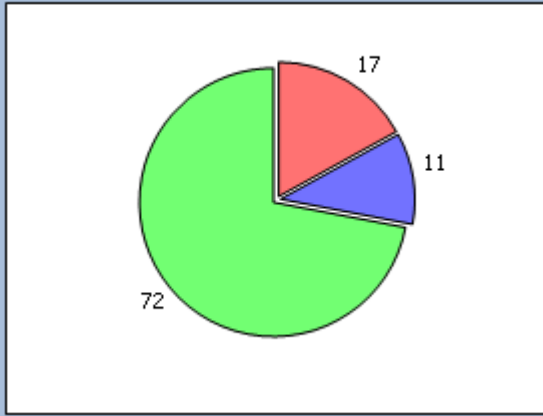
Q16 - We recognise that our doctor appointments can often run late. Following our 2013 patient survey it was suggested that each consulting room have a clock in it to help patients be more aware of how long their consultation is taking. Have you noticed the clock in the consultation room?

Yes	31%
No	61%
No response	8%



If you answered YES did this help you complete the consultation in 10 minutes

Yes	17%
No	11%
No response	72%



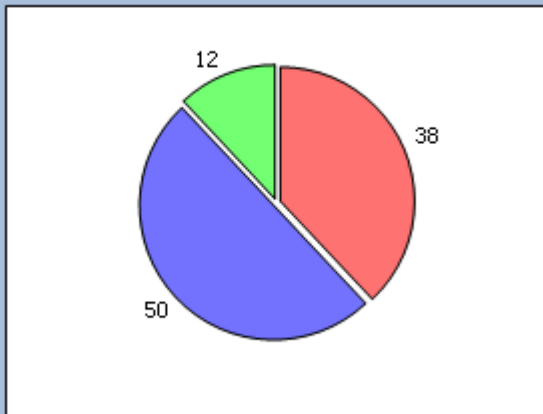
- Yes
- No
- No response

Do you have any other suggestions how the doctor can keep to time? Please explain

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Q17 - Do you think some or all of your doctor consultations in the past year could have been dealt with to your satisfaction with a telephone consultation instead of you having to attend an appointment at the surgery?

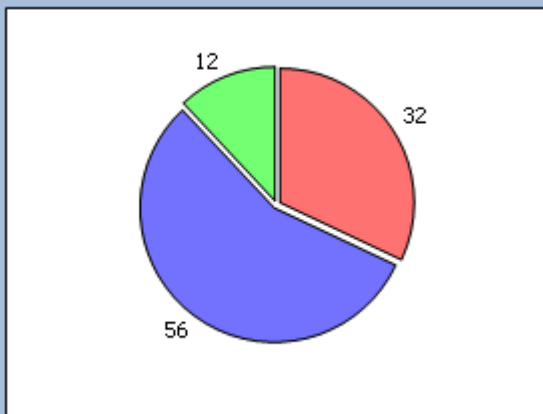
Yes	38%
No	50%
No response	12%



- Yes
- No
- No response

Q18 - Would you approve if the practice reduced the number of face to face doctor appointments available to allow time to offer telephone consultations instead?

Yes	32%
No	56%
No response	12%



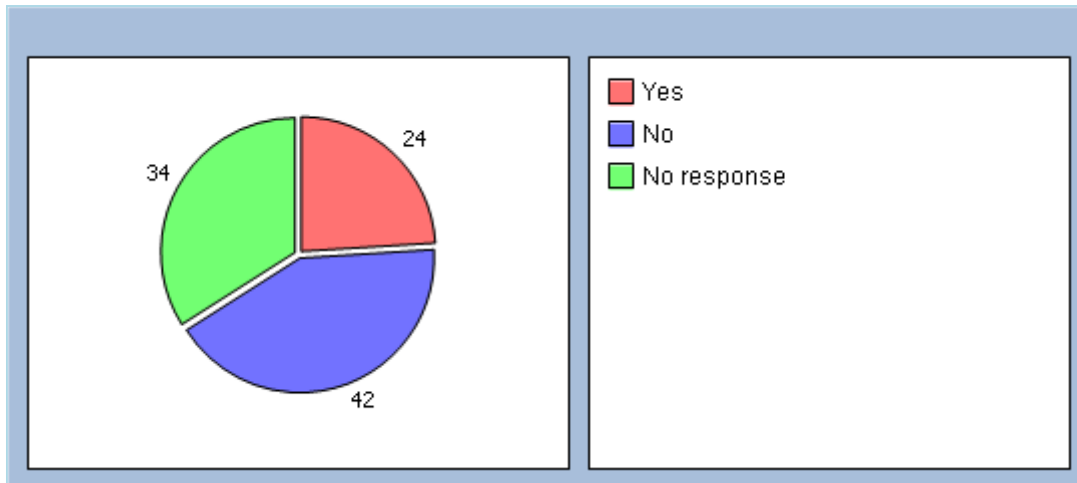
- Yes
- No
- No response

Q19 - If telephone consultations were available at The Waterloo Practice do you think

you would use these

a) instead of booking a face to face appointment

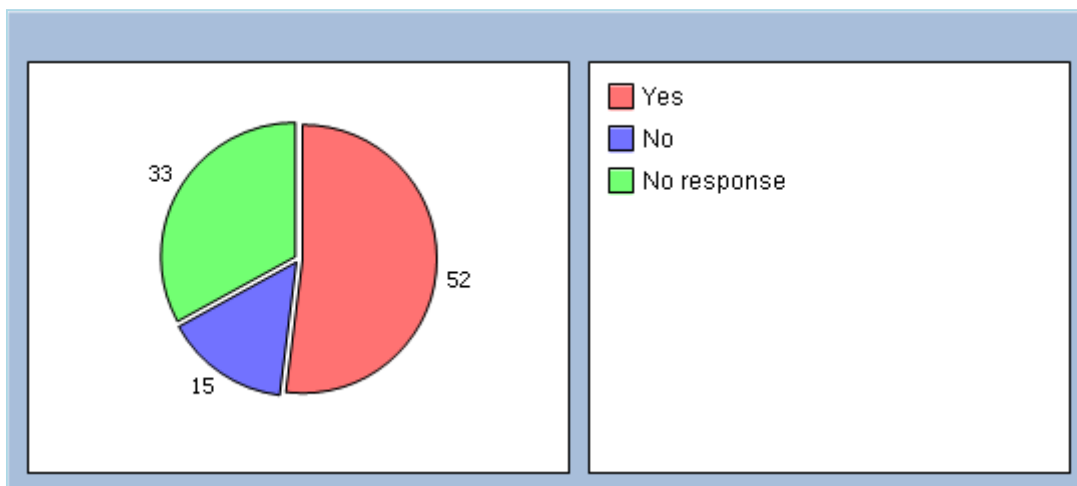
Yes 24%
No 42%
No response 34%



OR

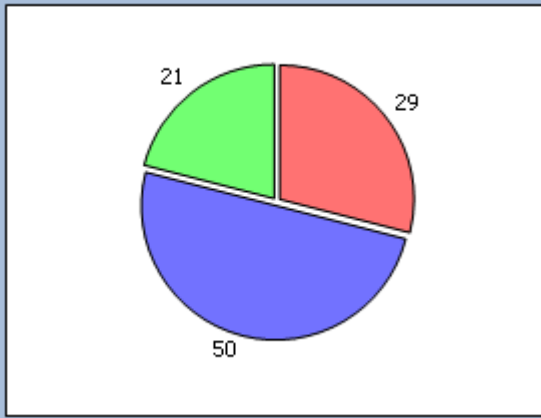
b) as an additional service

Yes 52%
No 15%
No response 33%



Q20 - Do you see a place for the use of Skype and other technology to help us manage your long term condition remotely, to avoid you having to attend surgery premises?

Yes 29%
No 50%
No response 21%



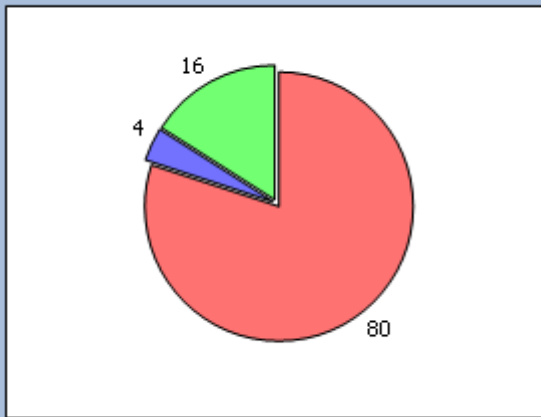
- Yes
- No
- No response

Comments please:

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Q21 - At your most recent appointment with the nurse/healthcare assistant did you feel at ease during the consultation?

Yes	80%
No	4%
No response	16%



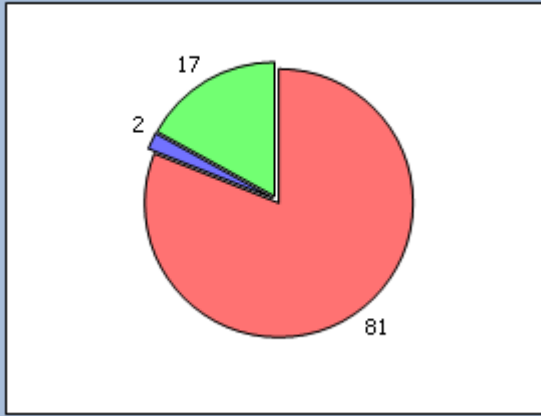
- Yes
- No
- No response

If you have answered NO please explain.

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Q22 - At your most recent appointment with the nurse/healthcare assistant do you feel she understood your problem and was able to explain and help you with your care?

Yes	81%
No	2%
No response	17%

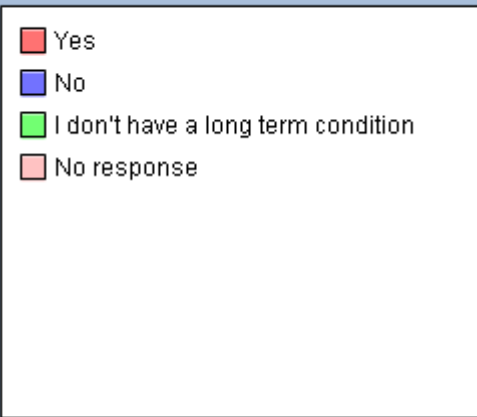
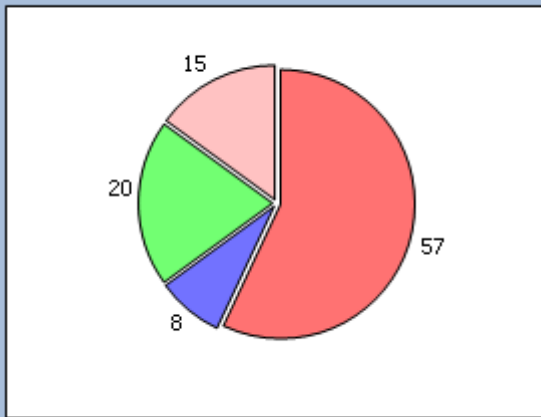


If you have answered NO please explain:

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Q23 - Do you feel your long term condition is being managed to your satisfaction?

Yes	57%
No	8%
I don't have a long term condition	20%
No response	15%



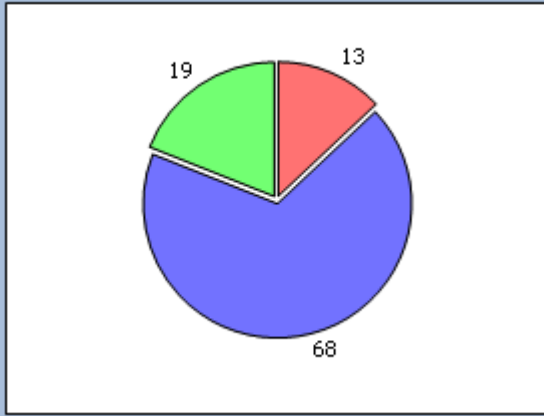
If you have answered NO please explain how you think it can be improved.

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PRACTICE SERVICES

Q24 - Do you know of a Complementary Therapy that you feel should be offered on the NHS?

Yes	13%
No	68%
No response	19%



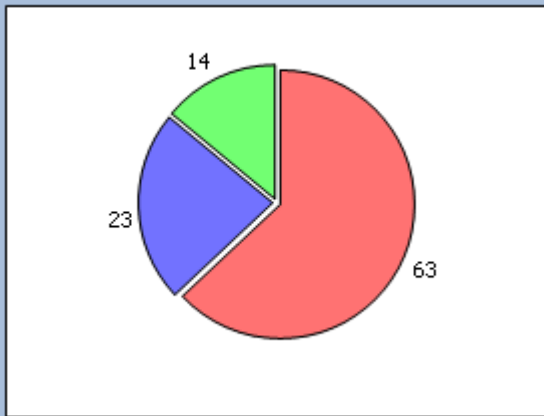
- Yes
- No
- No response

If you have answered Yes please provide details of the complimentary therapy and which medical condition it should be used to treat.

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Q25 - Do you have a list of authorised repeat medication on your records at the practice?

Yes	63%
No	23%
No response	14%

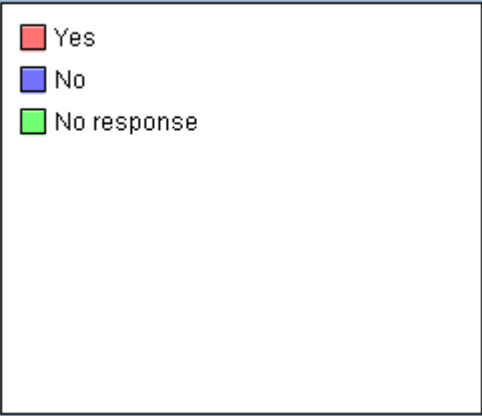
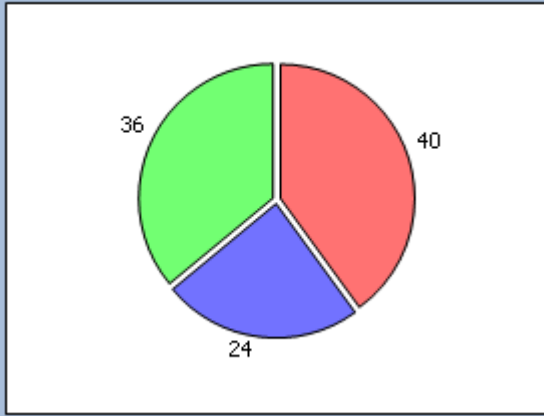


- Yes
- No
- No response

If you have answered YES:

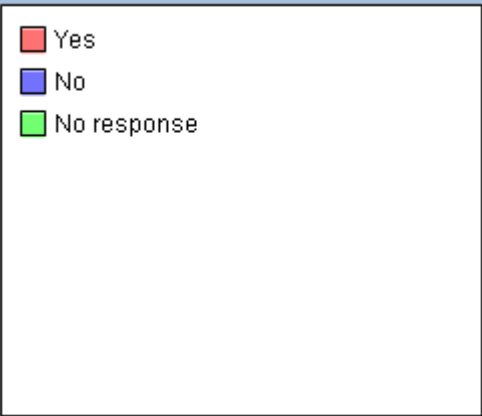
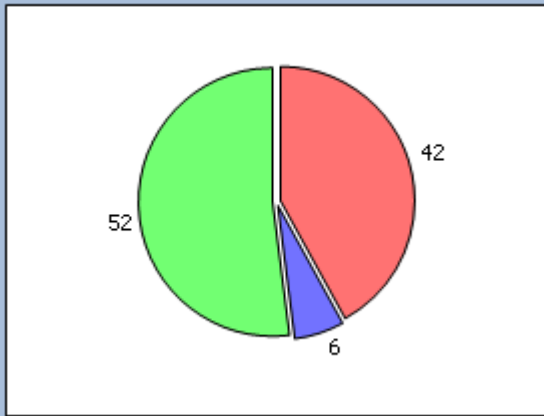
Have you signed up to the Electronic Prescription Service where we forward your prescription to the pharmacy of your choice without you needing to come to collect it from reception?

Yes	40%
No	24%
No response	36%



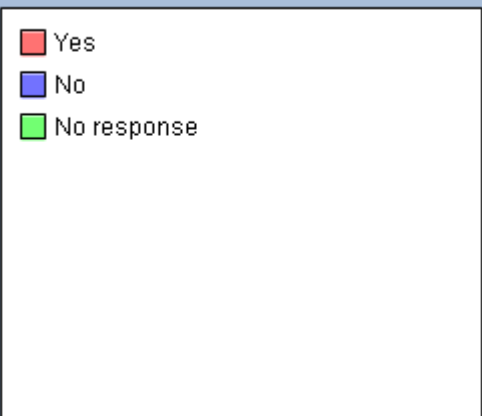
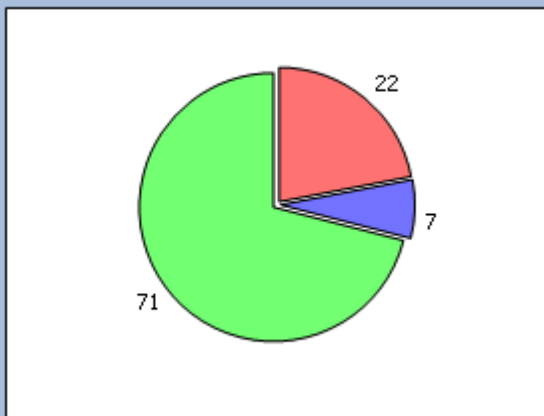
If you have answered YES would you recommend it?

Yes 42%
No 6%
No response 52%



If you have answered NO would you consider signing up for this service?:

Yes 22%
No 7%
No response 71%



If you have answered NO please explain

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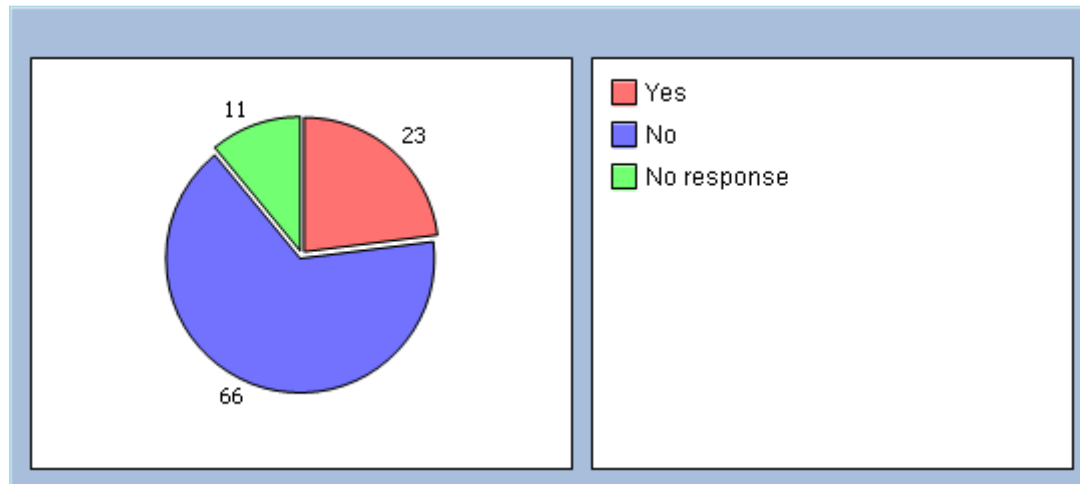
Q26 - Are you aware that:

1. You can cancel appointments via the telephone when the surgery is closed

Yes 23%

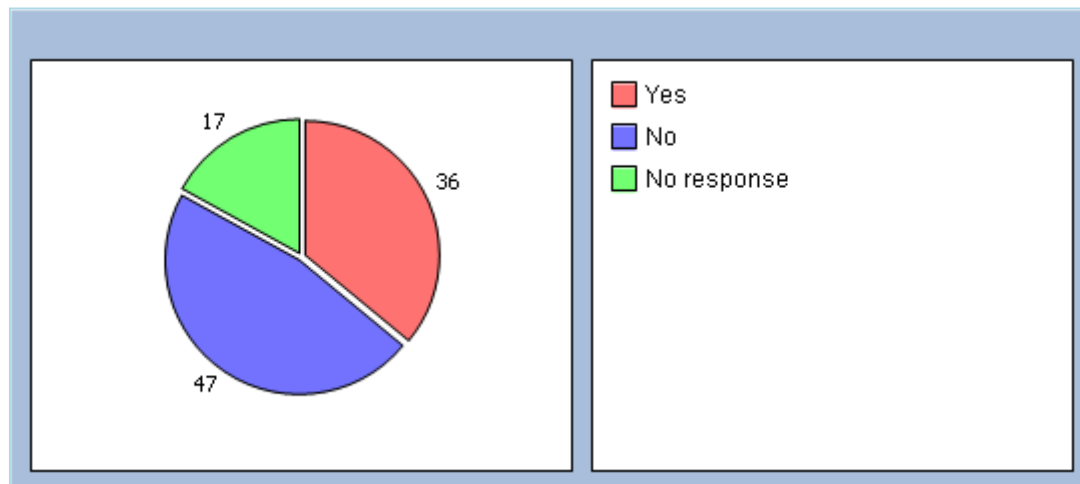
No
No response

66%
11%



2. You can order repeat prescriptions via the internet?

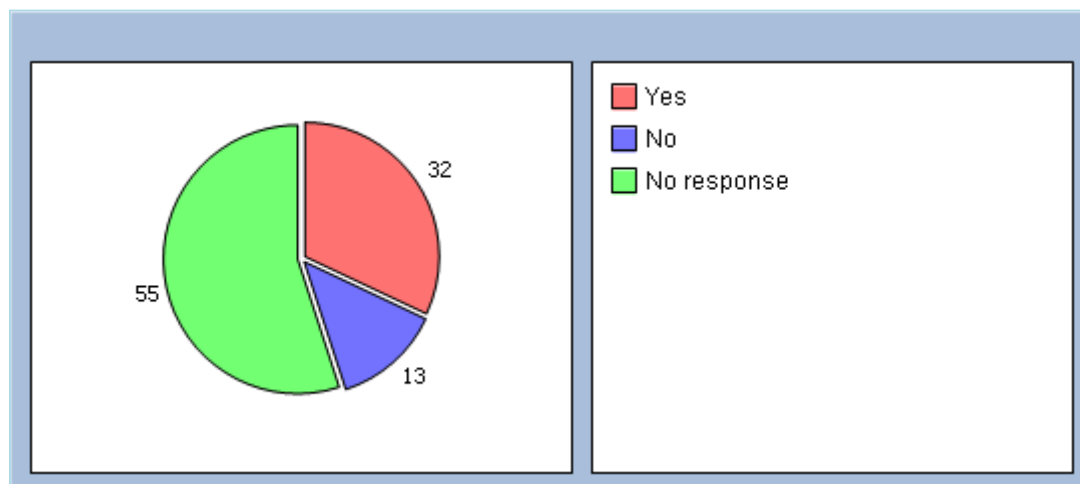
Yes 36%
No 47%
No response 17%



If you have answered NO to 2

Would you consider using on line ordering?

Yes 32%
No 13%
No response 55%

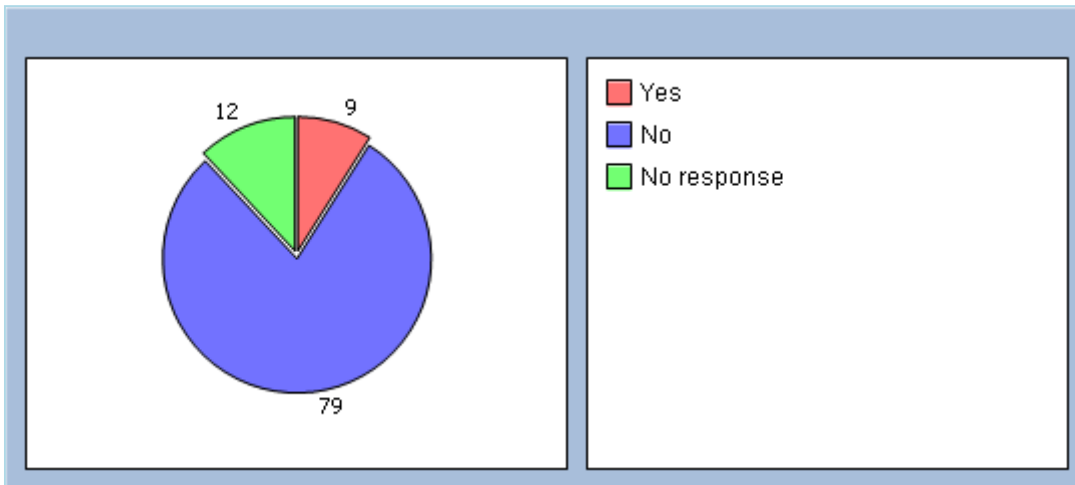


THE PRACTICE

Q27 - The Waterloo Practice premises have limited capacity for car parking and

consultation rooms. If you require services such as blood tests and podiatry is there any reason why you are not able to attend Mill Hill Resource Centre or a hospital site for these services?

Yes	9%
No	79%
No response	12%



If you have answered YES please explain the difficulties you would have with this:

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Q28 - We would like to make it easier to understand the difficulties you experience at The Waterloo Practice to allow us to try to resolve these issues.

How can we make it easier for you to tell us when things have not gone well? Please explain:

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How do you feed back your comments (good and bad) about your experience at the surgery?

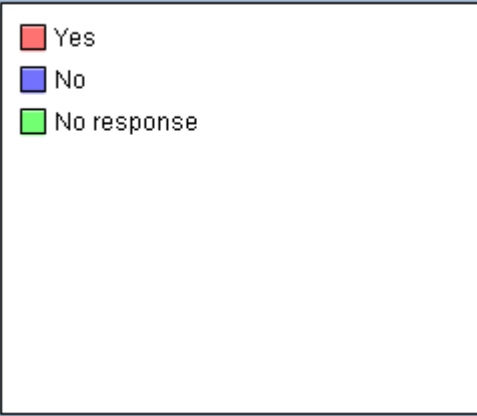
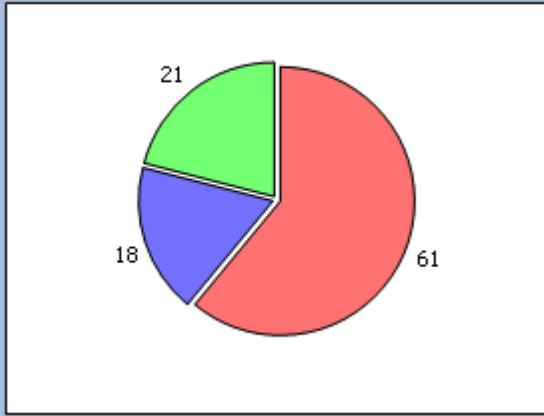
Letter	11%
Comment Box on the wall	17%
In Person	28%
Web Site e.g. NHS Choices	7%
Other	2%

Please explain

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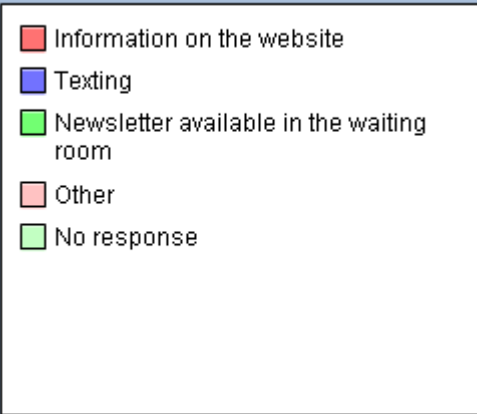
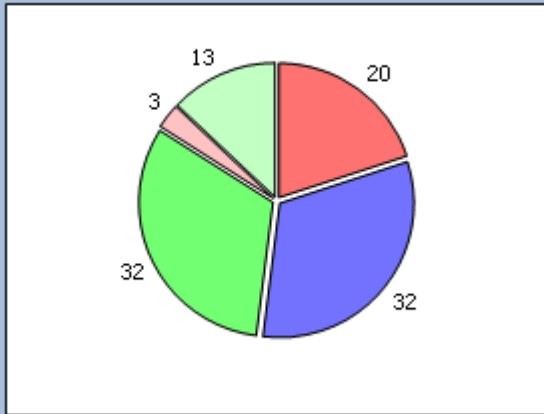
Q29 - Do you think there should be information about who is on the panel representing The Waterloo Practice Patient Participation Group displayed in the practice waiting room?

Yes	61%
No	18%
No response	21%



Q30 - What is the ONE best way to keep you up to date with what is happening at The Waterloo Practice?

Information on the website	20%
Texting	32%
Newsletter available in the waiting room	32%
Other	3%
No response	13%

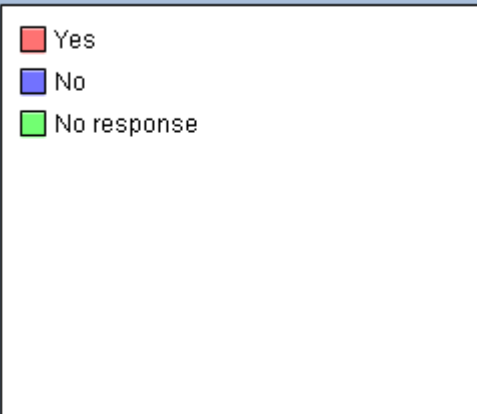
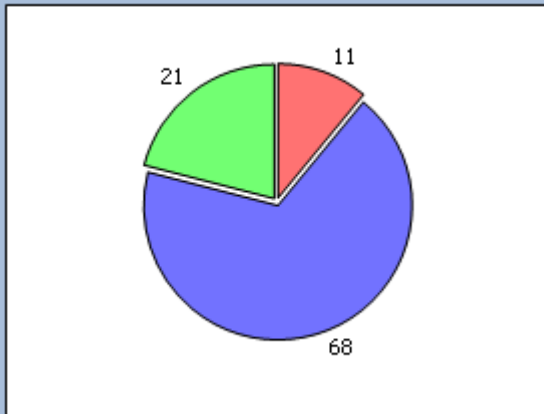


Please explain

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Q31 - Do you have any concerns about the restructuring of the NHS that occurred in April 2013 and the resulting changes to NHS services?

Yes	11%
No	68%
No response	21%

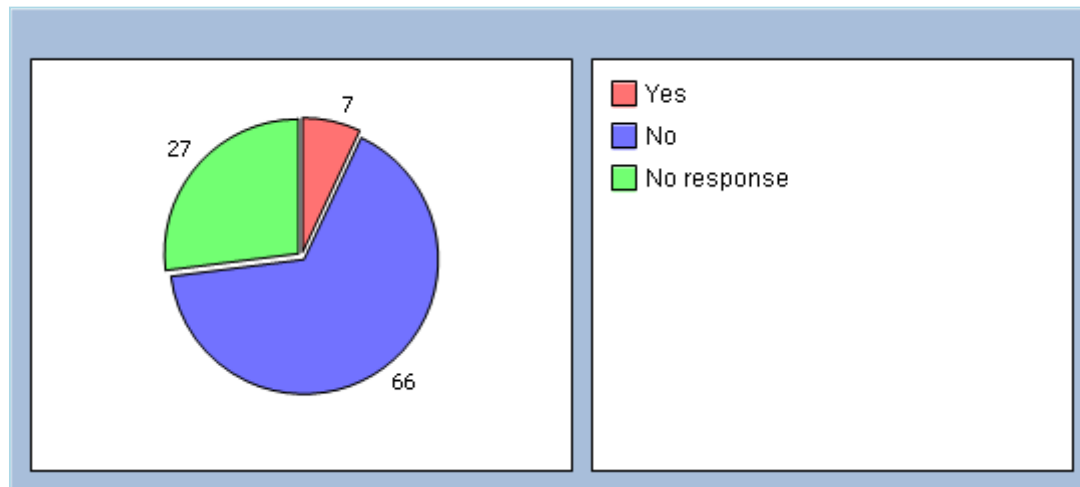


If YES, please explain:

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Q32 - Do you have any concerns about the commissioning of NHS services?

Yes	7%
No	66%
No response	27%



If yes please explain.

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Q33 - Is there anything particularly good about The Waterloo Practice? Please explain

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What would make the Practice even better? Please explain

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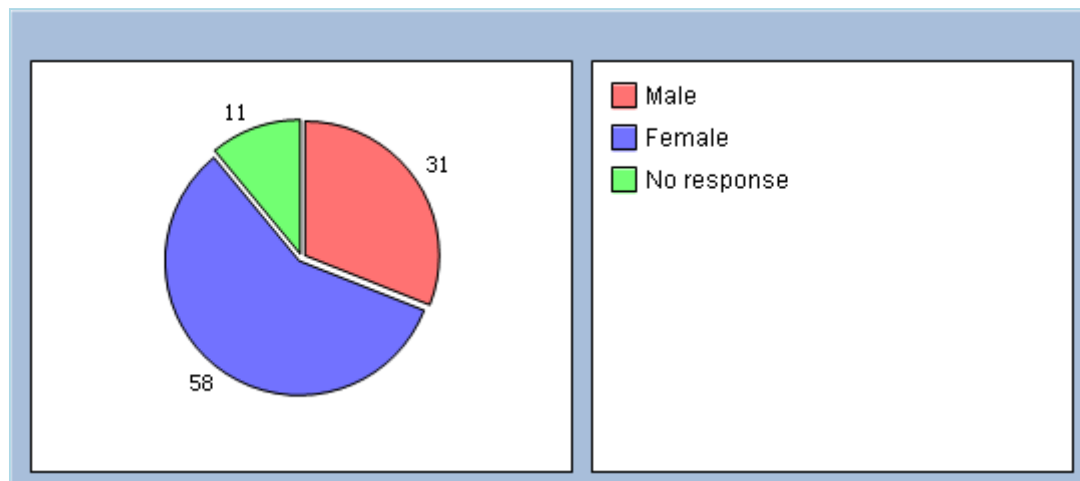
Are there any aspects of the service at The Waterloo Practice that you are not happy about? Please explain

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ABOUT YOU (*Equal opportunity - optional*)

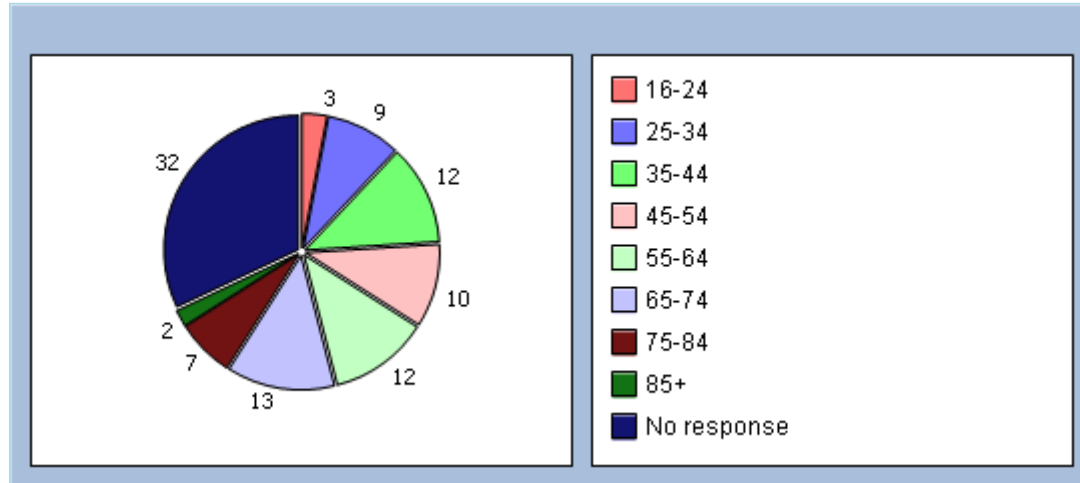
Q34 - Are you

Male	31%
Female	58%
No response	11%



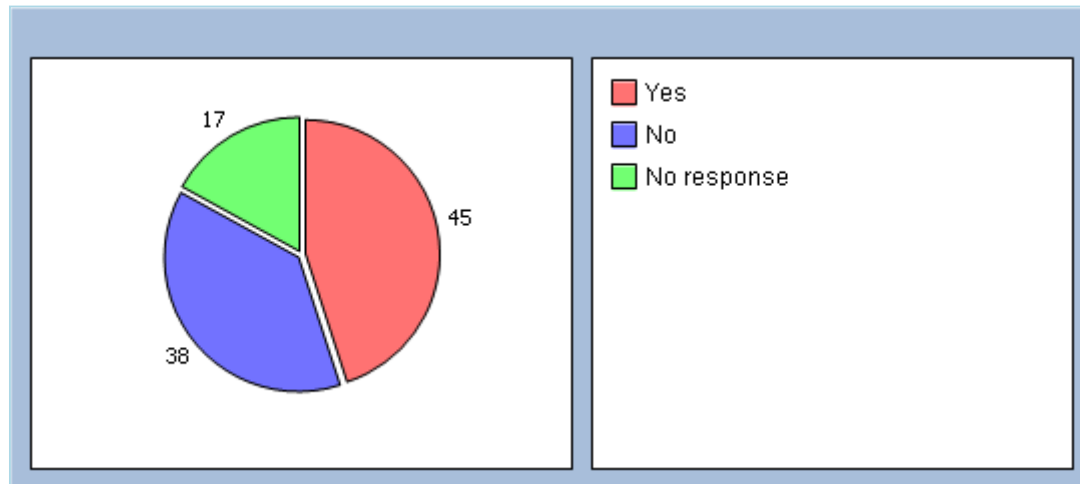
Age

0-15	0%
16-24	3%
25-34	9%
35-44	12%
45-54	10%
55-64	12%
65-74	13%
75-84	7%
85+	2%
No response	32%



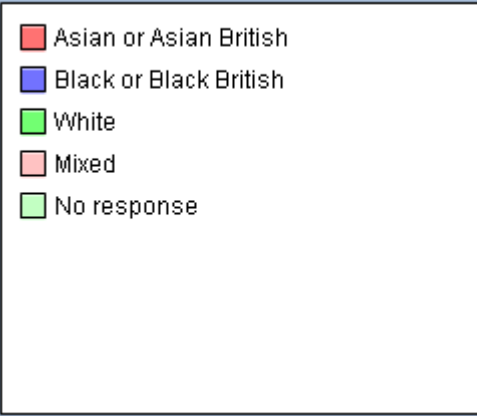
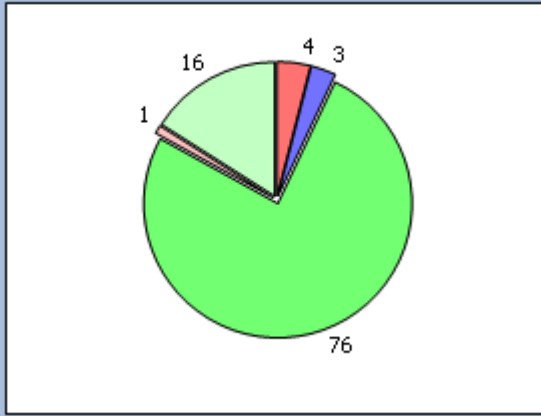
Q35 - Do you have a long standing illness, disability or infirmity?

Yes	45%
No	38%
No response	17%



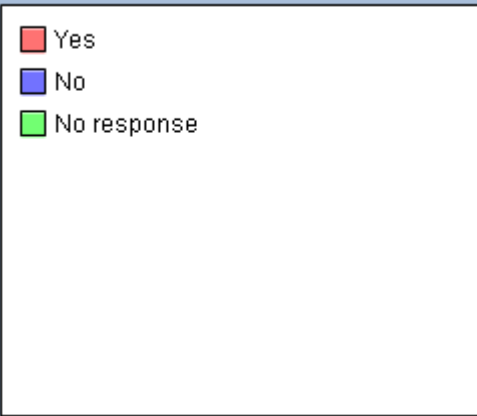
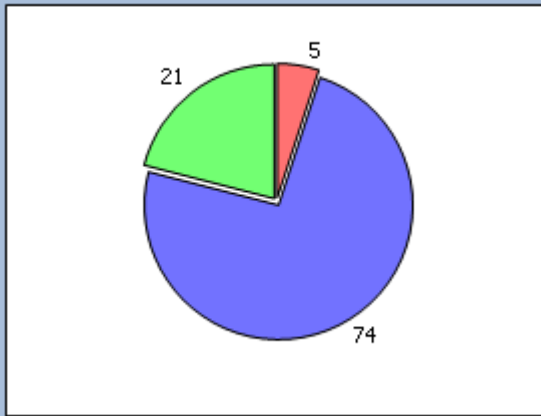
Q36 - Which ethnic group do you belong to?

Asian or Asian British	4%
Black or Black British	3%
Chinese	0%
White	76%
Mixed	1%
Other Ethnic Group	0%
No response	16%



Q37 - Would you be interested in joining the Patient Participation Group?

Yes	5%
No	74%
No response	21%



If yes, please ask at our reception for a PPG form. (Your name and contact details may need to be shared with other Practice users)

Please note: these questionnaires are anonymous and confidential. The colated results will be discussed by the Patient Participation Group

Thank you for taking the time to complete this survey.