

**Central Park Medical Centre  
Patient Survey Q1 2012**

**200 forms completed over a 3 week period in February**

**Able to book date/time that was suitable: 97%**

**Did you see Doctor/Nurse of your choice:**

**Yes: 71%                      Didn't specify who I saw: 16.5%**

**When did you book appointment ?**

**Today: 26.5%                      Yesterday: 31%                      Over 48 hours ago: 42.5%**

**No problems getting through on phone: 141**

**Often engaged and have to retry: 50**

**Other comments added re problems experienced getting through: 5**

1. Keeps ringing out – have to retry
2. Rang 3 times today and phone was put down
3. Occasionally rings for a while then goes dead
4. Sometimes no answer and there have been times when disconnected completely
5. Have to try about 3 times, just keeps ringing out, no answer

**Were you satisfied with the service received at the practice today? (marked 1(unsatisfied)-10(very satisfied))**

Booking appointment                      **Average score 8.9**

Reception                                      **Average score 9.2**

Consultation with Doctor/Nurse                      **Average score 9.1**

Minor Surgery                                      **Average score 8.9** (31 people)

**Number of email addresses from the survey forms: 49**

(an introduction email was sent the following day when patient records were updated)

**Number of mobile numbers from the survey forms: 61**

**Is there anything you would like us to look into regarding the general environment here at VCH ?**

***Comments added:-***

Long wait to go in for appointment      **x7**

Trouble finding parking space – car park full of shoppers going in to Liscard      **x4**

Entry/Exit to general car park too narrow      **x6**

Letter box outside for use over weekend / out of hours

Lack of same day appointments

Problem understanding some of the medical terms used

Sometimes difficult to get information to the right person at the surgery

More disabled parking spaces needed

Distance from car park to nearest chair in waiting area is too far – chair(s) needed by front doors

Play area for children **x2**

Access at rear of the VCH site (by park) – would be very useful

Reception area very impersonal / clinical – could be made more friendly

Test results for xrays very slow

Would like to see own doctor

Don't like reception asking why I need to see Dr

More trees/shrubs/pots of plants outside

To be able to book child imms on a different day/time

Online appointment booking

Air conditioning needed

Reception area – confidential conversations not possible – other patients ca hear your conversation with reception staff.

Health trainers – evening appointments please **x2**

More late gp appointments / early blood test appointments

Parent and child parking spaces needed