

# DOCTORnow

## 2017 ANNUAL MEMBER SURVEY RESULTS

Thank you very much to all of our members who took the time to complete our recent member's survey. We had responses from 280 of our member households which is a very helpful return rate.

The team at DOCTORnow are committed to providing an excellent service and the survey is an important measure of how we are doing.

As a result of this year's survey we have already implemented some changes and are continuing to look at ways to further develop and improve our service. Please find below details of some of the changes, along with more detailed results of the survey:

**Members access to appointments:** Over the past 12 months we have recruited some excellent additional GPs to our already established and experienced team – this has significantly increased the number of appointments available each day. All of the new members of our GP team were personally selected by Dr McGirr and Dr Angwin to ensure they have the highest levels of expertise and the caring and empathetic approach that is synonymous with DOCTORnow. We now have 11 GPs covering a wide range of special interests including family planning; women's health, men's health; urology; dermatology; cardiology; sports and musculo-skeletal medicine, paediatrics; joint injections; diet and nutrition. All of our GPs have instant access to all patient records, meaning that whichever one of our GPs you see you can be assured that they will be up to speed with your medical issues.

**Prompter access to nurse appointments:** In order to be able to offer access to more Nurse appointments, we have recently recruited a fourth Practice Nurse who will be joining us at the end of September this year.

**Phone answering:** We don't want our patients to have to wait more than 3-5 rings before the phone is answered. We know that this hasn't always been achieved though, so, in order to address the speed with which our phones are answered, we have recruited some additional staff as dedicated Telephonists. We are also now able to track call volume patterns and how many times we do not meet our own standard and will continue to monitor and audit our performance to make improvements.

**Message taking for GPs:** Monitoring the GP's call back phone list is an area of service that we are monitoring closely. Our administration team ensure that messages are added into the GPs' next available phone call list within their clinic rota. At the end of the clinical session, the duty receptionist will also now remind the clinicians of any outstanding calls to be made that day.

**Management of prescription requests:** We have taken steps to improve our internal process of managing prescription requests. Patients also now have the option of requesting repeat medication via our website at <http://www.doctornow.org/repeat-prescriptions/>

**Car Parking:** Car parking can sometimes be difficult at and around the surgery in Old Beaconsfield, particularly on market days (Tuesdays). We are, therefore, making available some additional parking spaces at the rear of the practice

**Ease of getting into the building:** Since we had the Main Entrance doors to the practice replaced, some patients find our main entrance door particularly heavy to open. If you have difficulty with the doors, please enter the building via our staff entrance (to the right of the main doors) and turn left into Reception.

**We are always happy to receive feedback, so please don't feel you have to wait until next year's survey to tell us about something you feel we could improve or suggest something you would like us to consider offering.**

# DOCTORnow

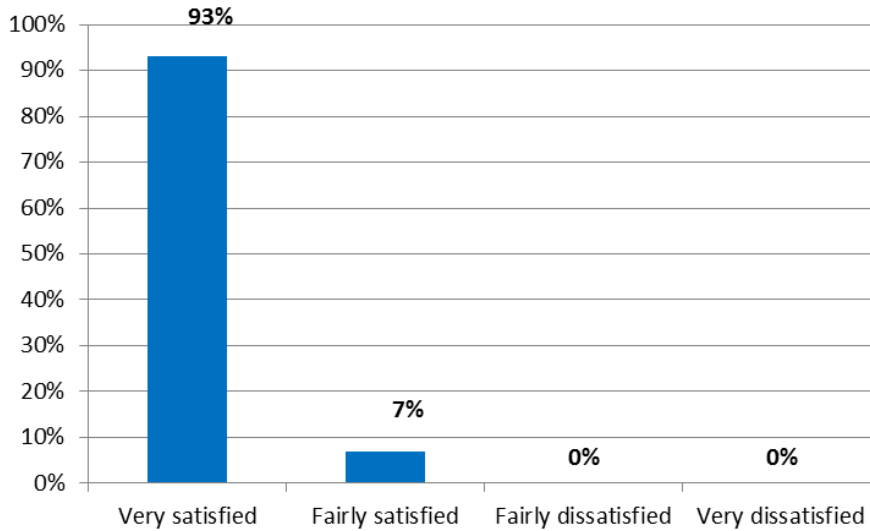
## 2017 ANNUAL MEMBER SURVEY RESULTS

### KEY EXTRACTS FROM THE RESULTS OF THE PATIENT SURVEY

#### OVERALL SATISFACTION

*We asked our members*

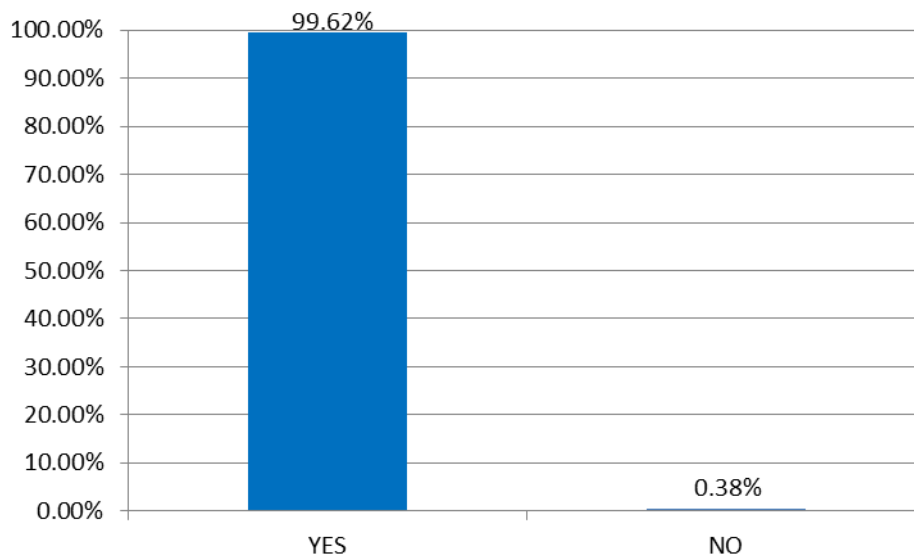
***'In general, how satisfied are you with the level of care you get from DOCTORnow?'***



#### RECOMMENDATION OF DOCTORnow

*We asked our members*

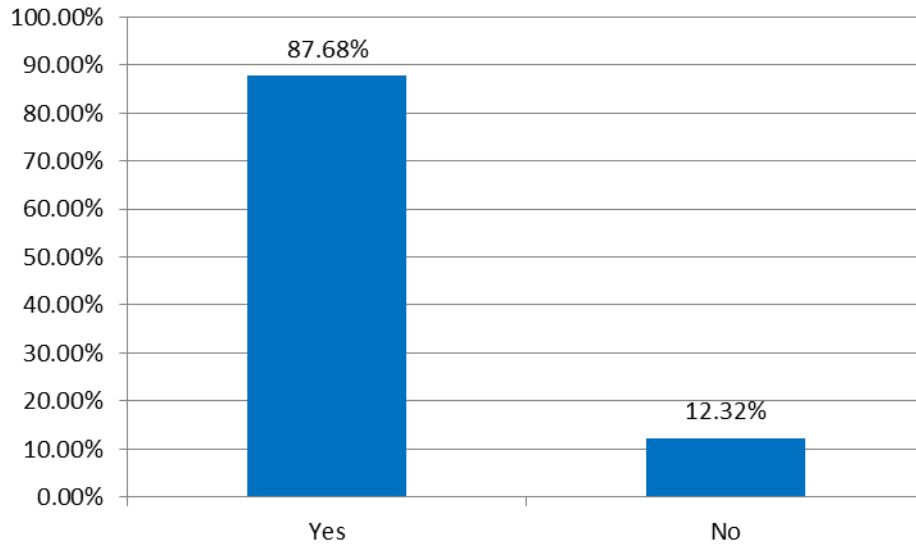
***'Would you recommend DOCTORnow to others?'***



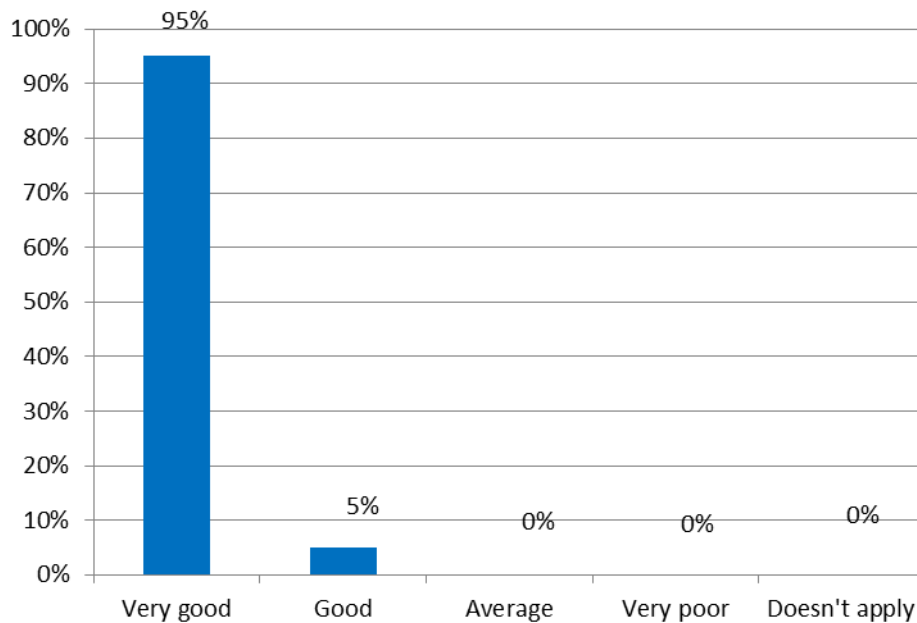
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR DOCTOR SERVICE

*We asked our members  
'Have you been able to see one of our GP's within 24 hours?'*



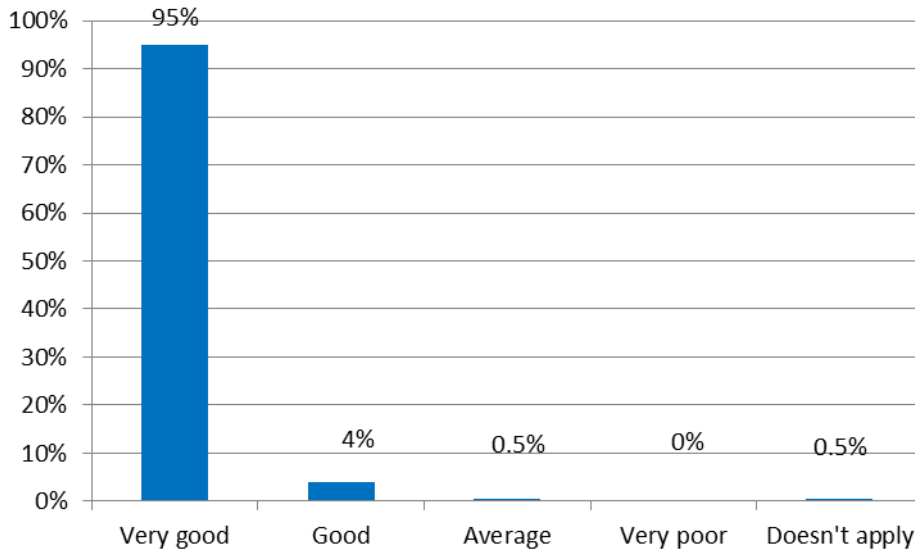
*We asked our members  
'How good are our GPs at giving you enough time?'*



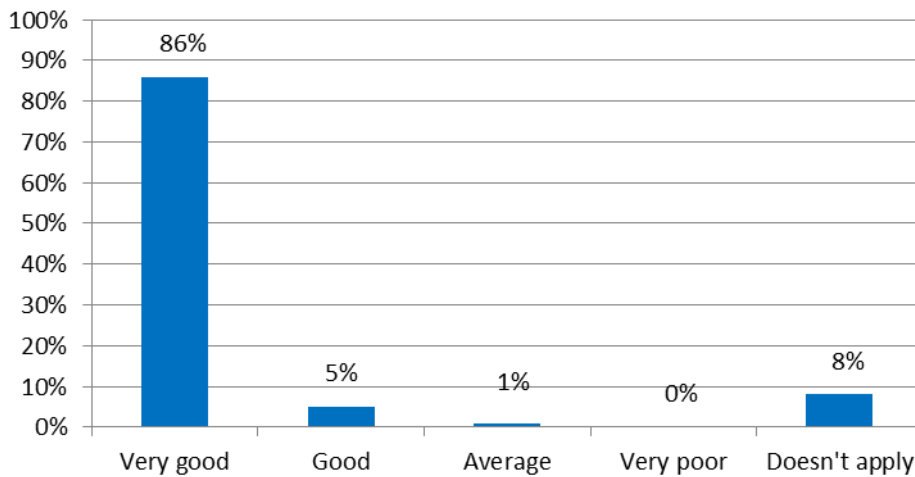
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR DOCTOR SERVICE (cont)

*We asked our members  
'How good are our GPs at listening to you?'*



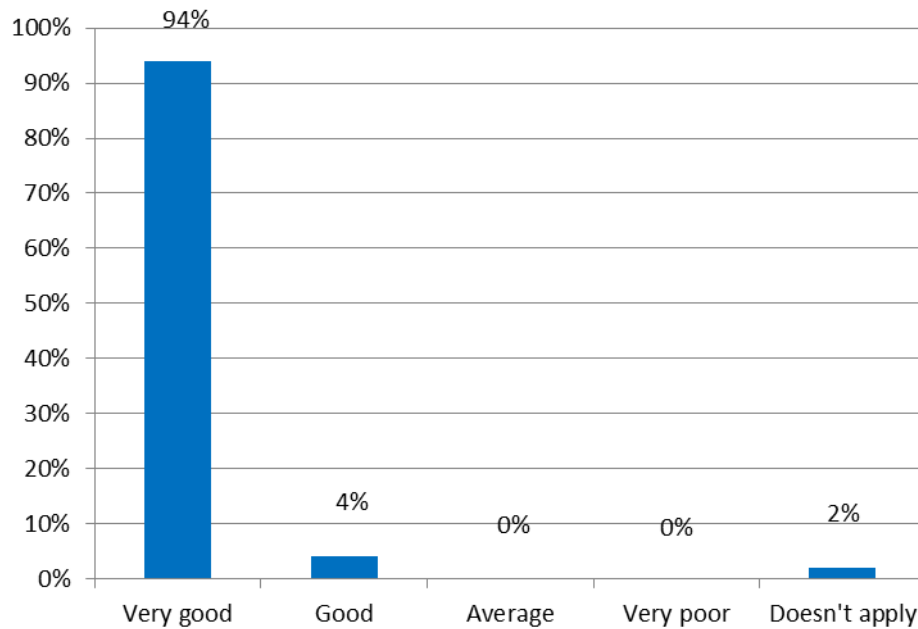
*We asked our members  
'How good are our GPs at involving you in decisions about your care?'*



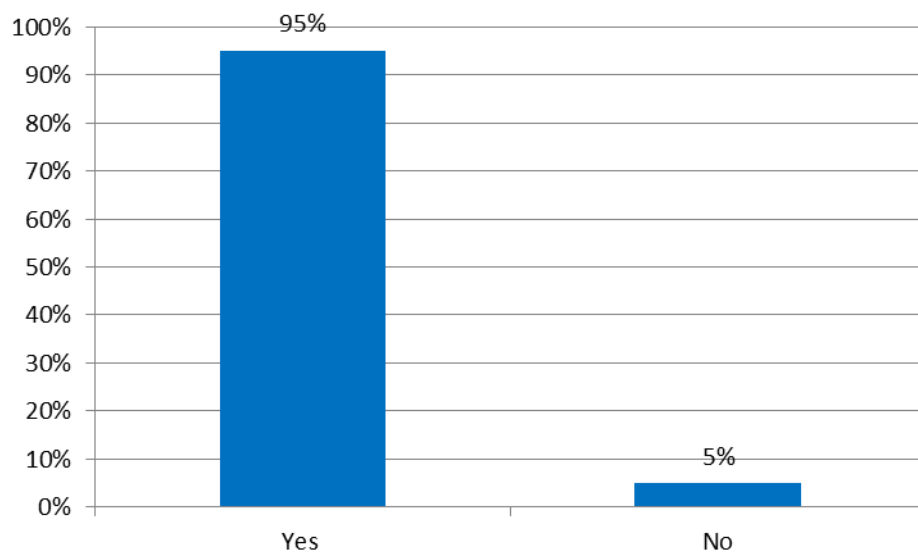
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR DOCTOR SERVICE (cont)

*We asked our members*  
**'How good are our GPs at treating you with care and concern?'**



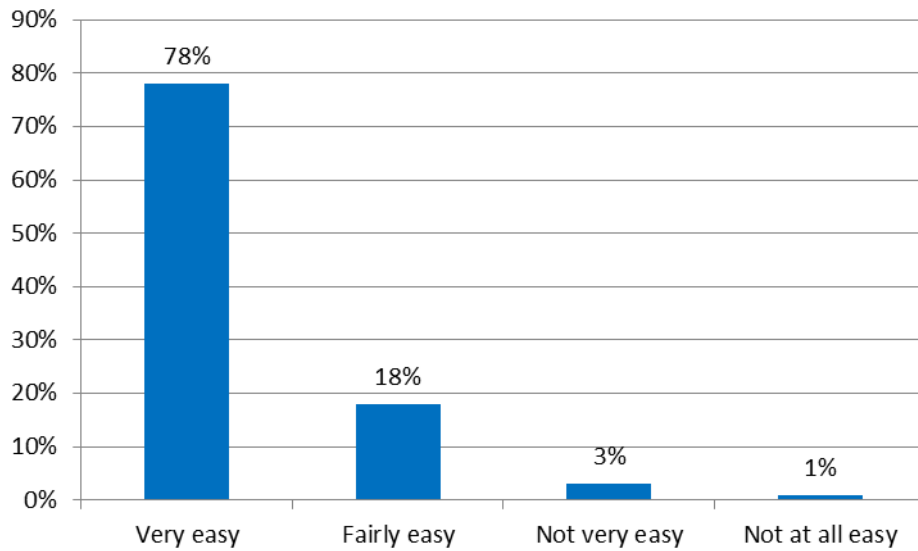
*We asked our members*  
**'Do you have trust and confidence in our GPs?'**



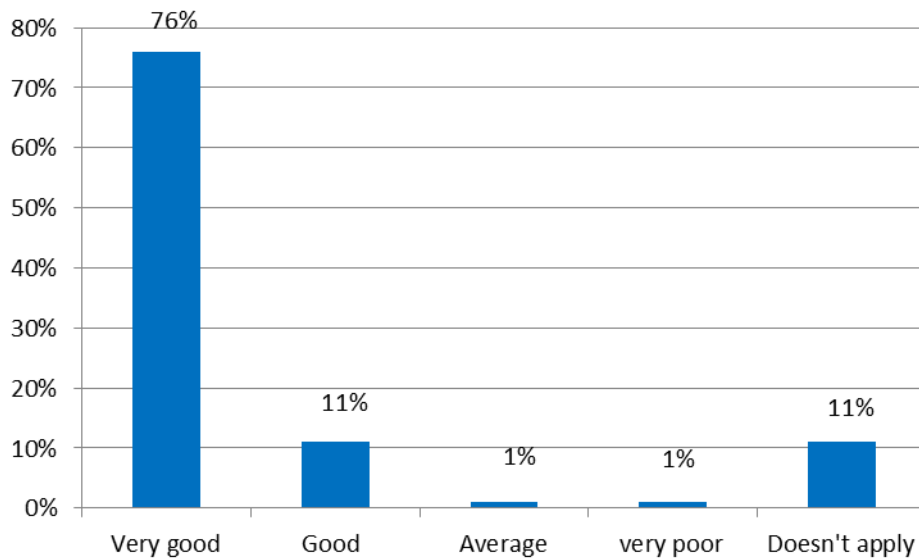
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR NURSING SERVICE

*We asked our members  
'How easy is it to get an appointment with a nurse?'*



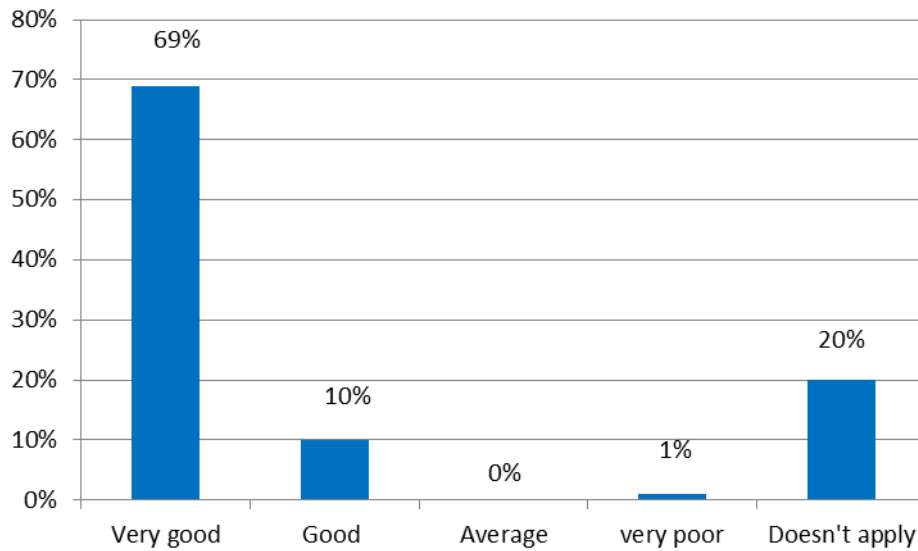
*We asked our members  
'How good are our Nurses at giving you enough time?'*



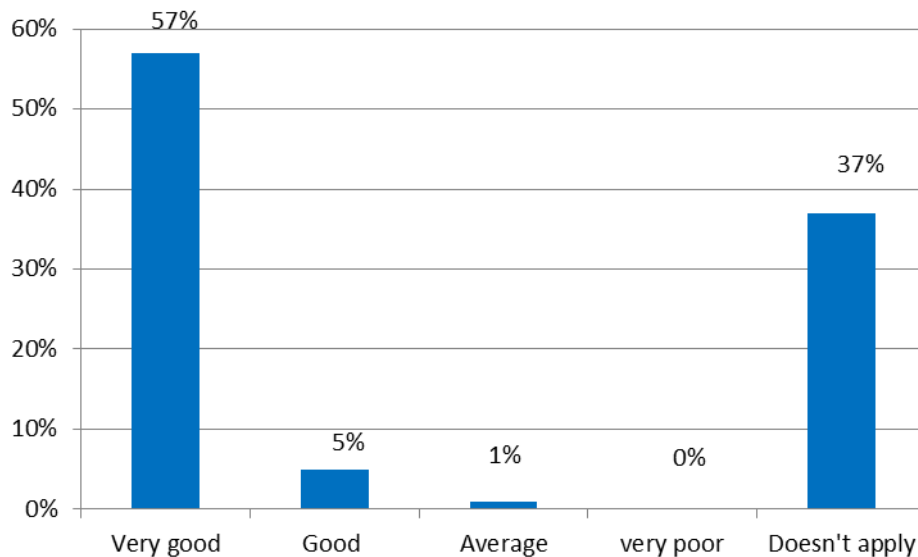
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR NURSING SERVICE (cont)

*We asked our members  
'How good are our Nurses at listening to you?'*



*We asked our members  
'How good are our Nurses at asking about your symptoms?'*

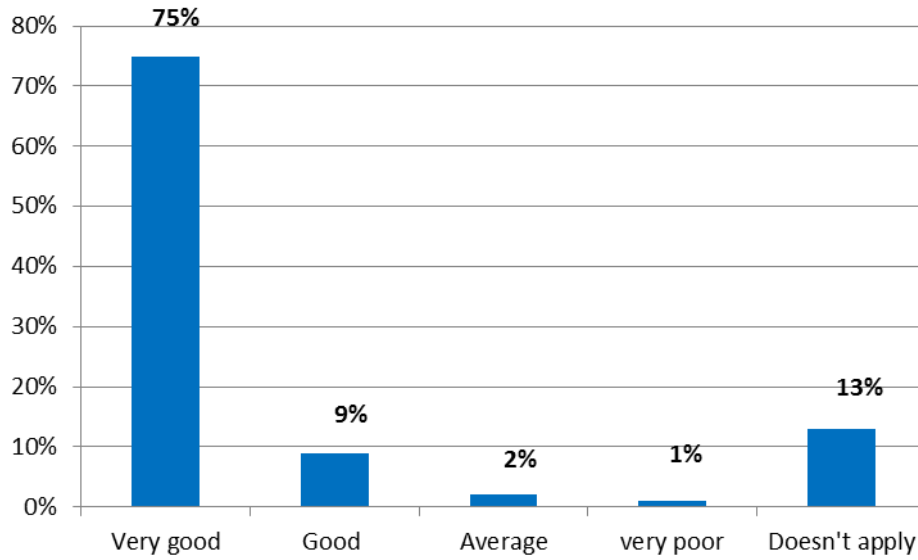


## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR NURSING SERVICE (cont)

*We asked our members*

*'How good are our Nurses at treating you with care and concern?'*

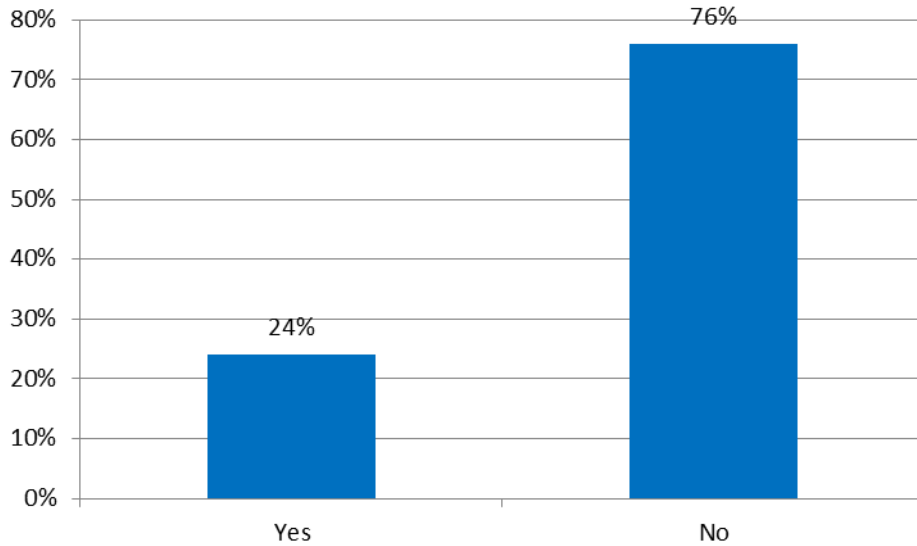




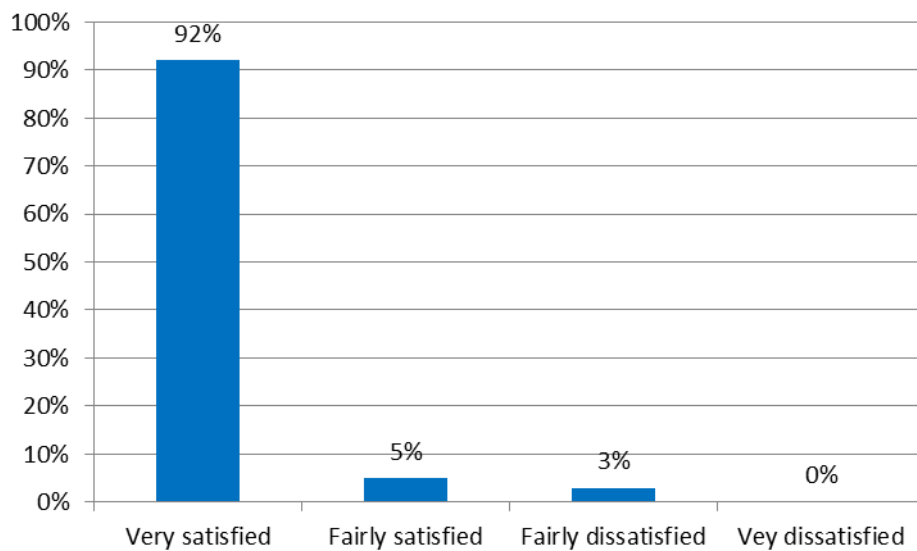
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR OUT OF HOURS SERVICE

*We asked our members  
‘Have you called one of our GPs during out of surgery hours  
during the past twelve months?’*



*We asked our members  
‘If yes to above, how satisfied were you with the phone call?’*

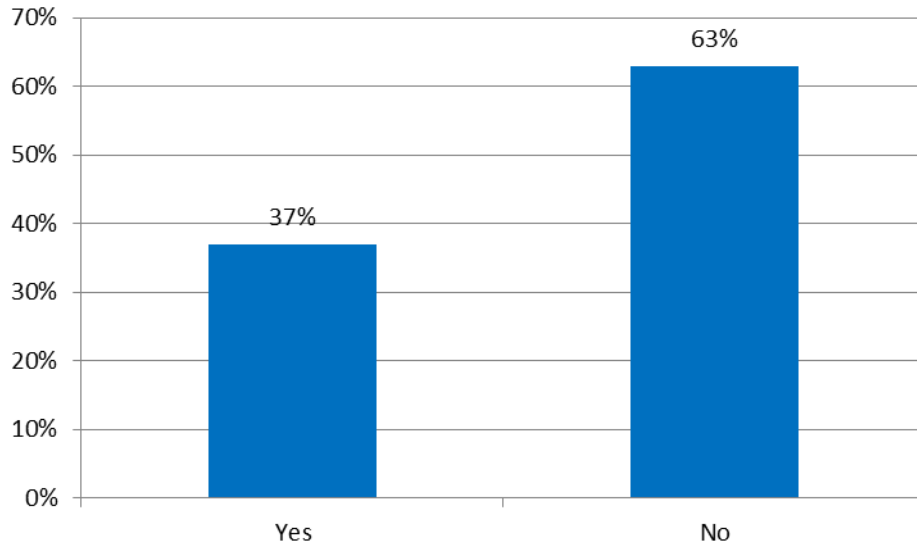


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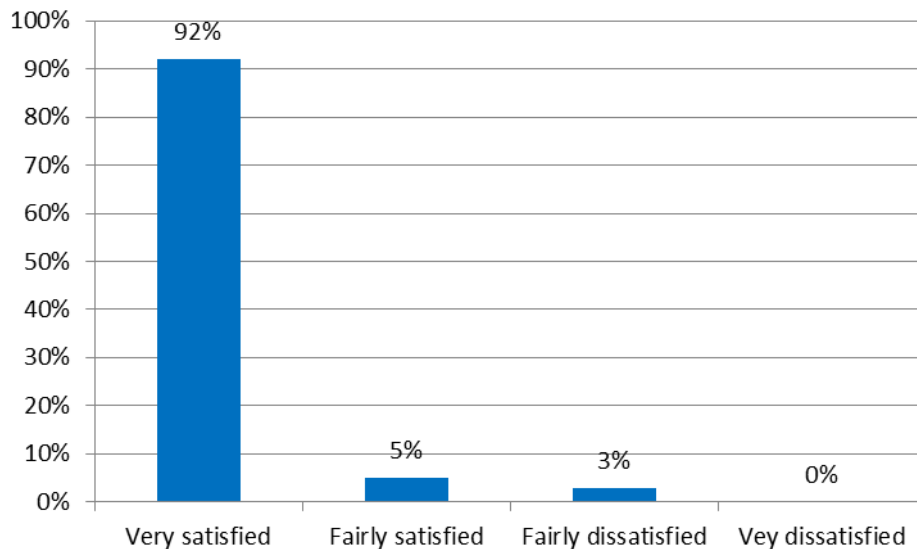
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR OUT OF HOURS SERVICE (cont)

*We asked our members  
'Did the GP come to visit you out of hours at home?'*



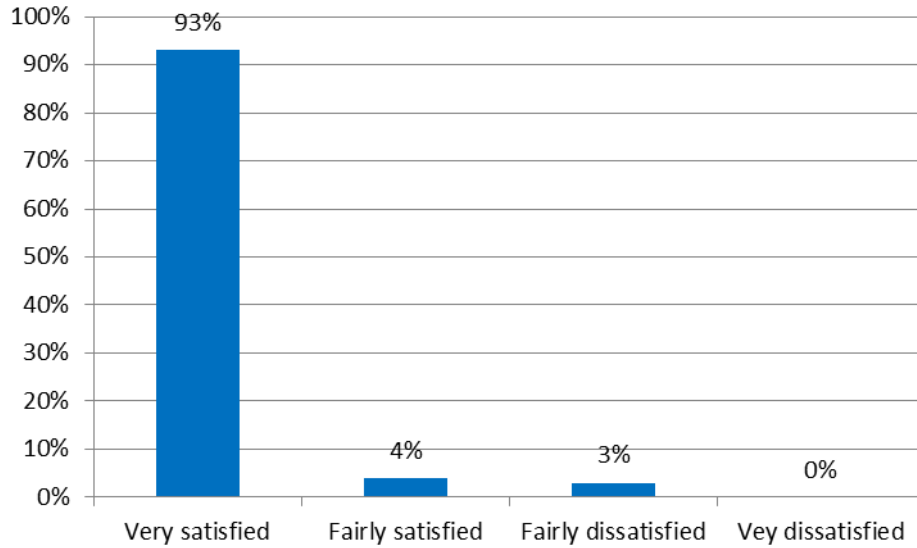
*We then asked our members  
'If yes to above, how satisfied were you with the home visit?'*



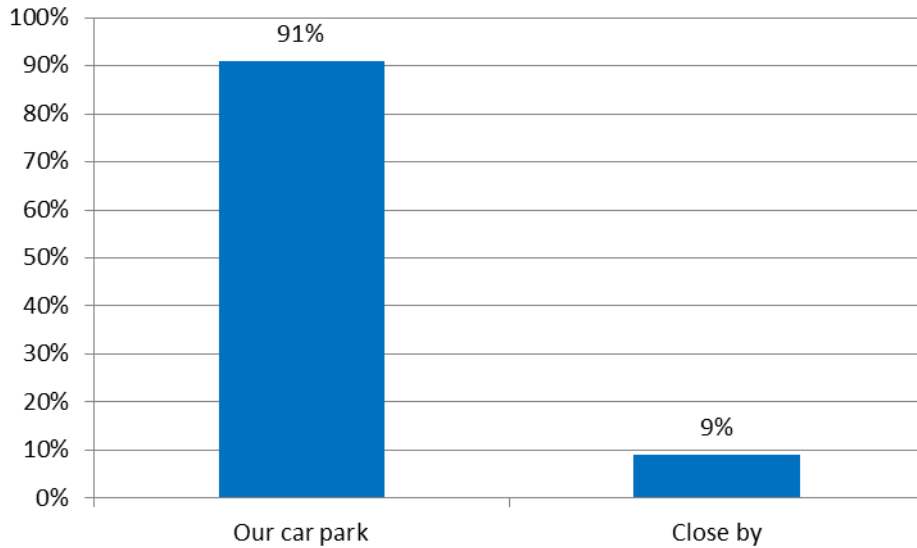
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR SURGERIES

*We asked our members  
'How satisfied are you with our opening hours?'*



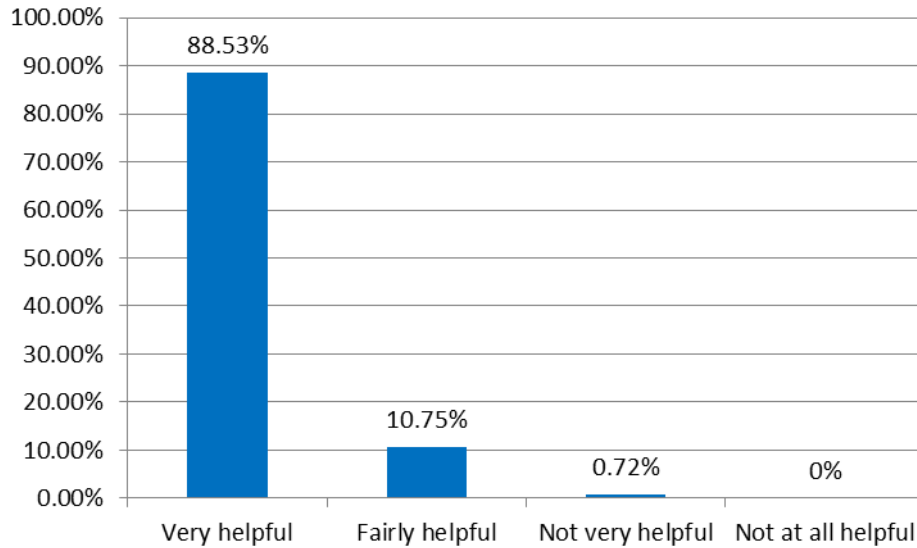
*We asked our members  
'Where are you normally able to park when you visit the surgery?'*



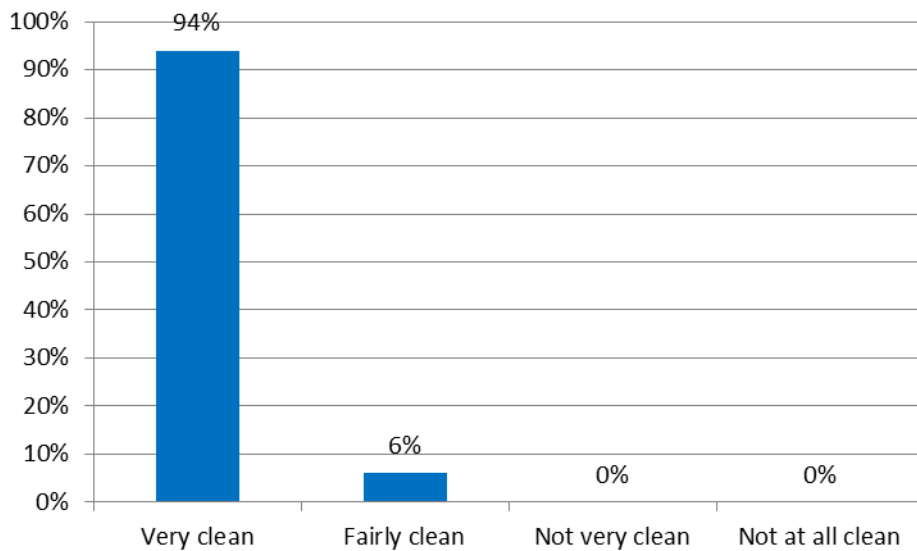
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR SURGERIES (cont)

*We asked our members  
'Do you find our receptionists welcoming and helpful?'*



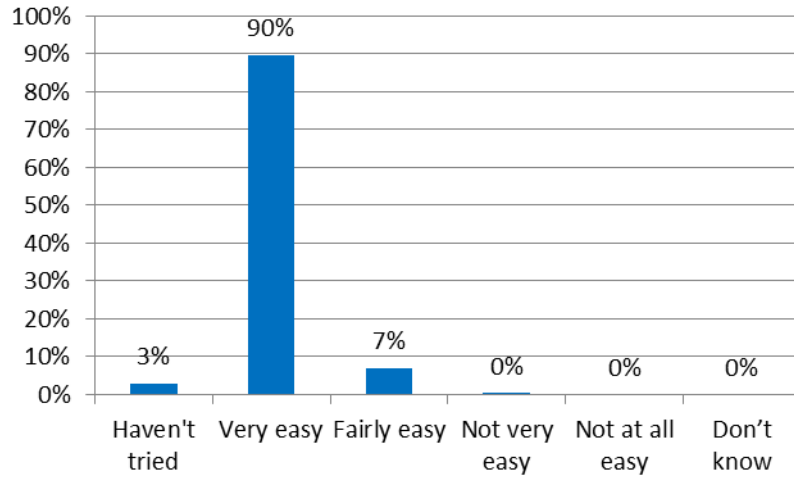
*We asked our members  
'How clean is the surgery?'*



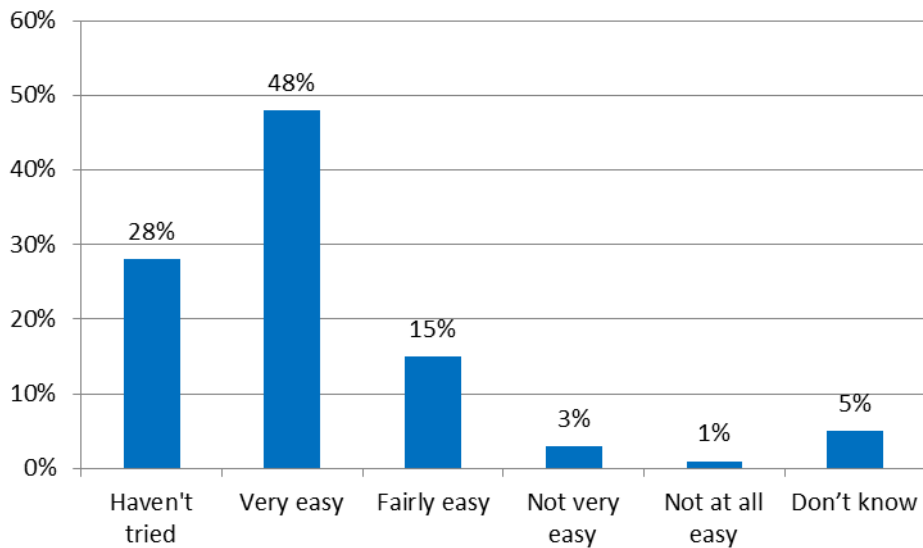
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR PHONE SERVICE

*We asked our members  
'Do you find it easy to get to get through on the phone?'*



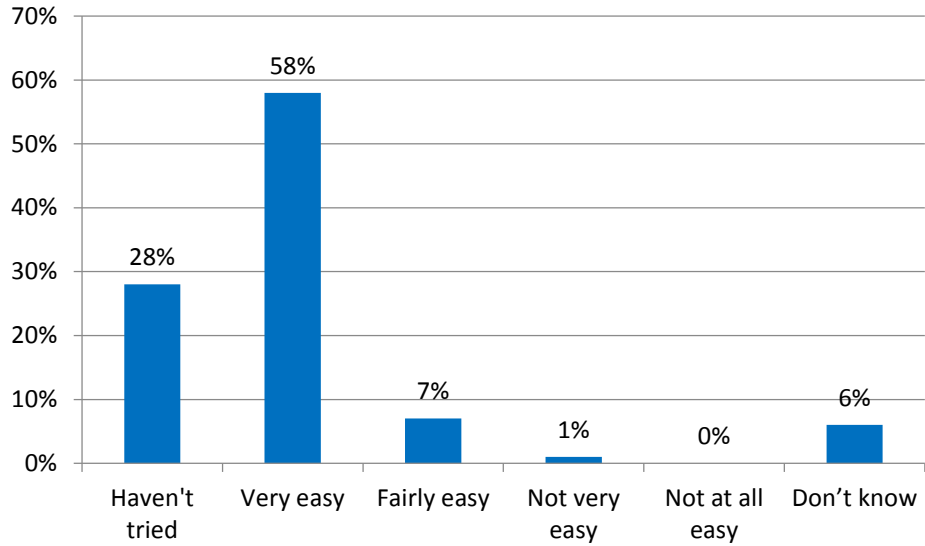
*We asked our members  
'Is it easy to speak to a GP on the phone?'*



## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR PHONE SERVICE (cont)

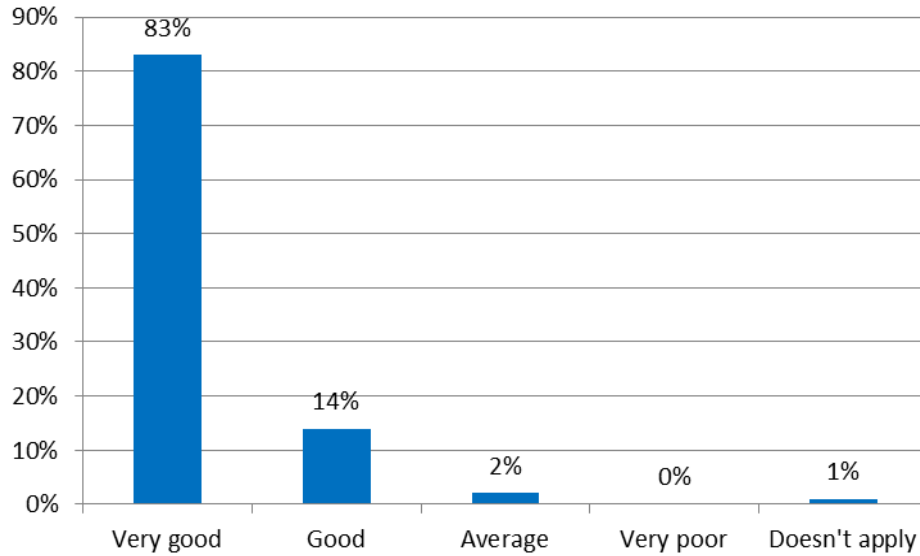
*We asked our members  
'How easy is it to request a prescription?'*



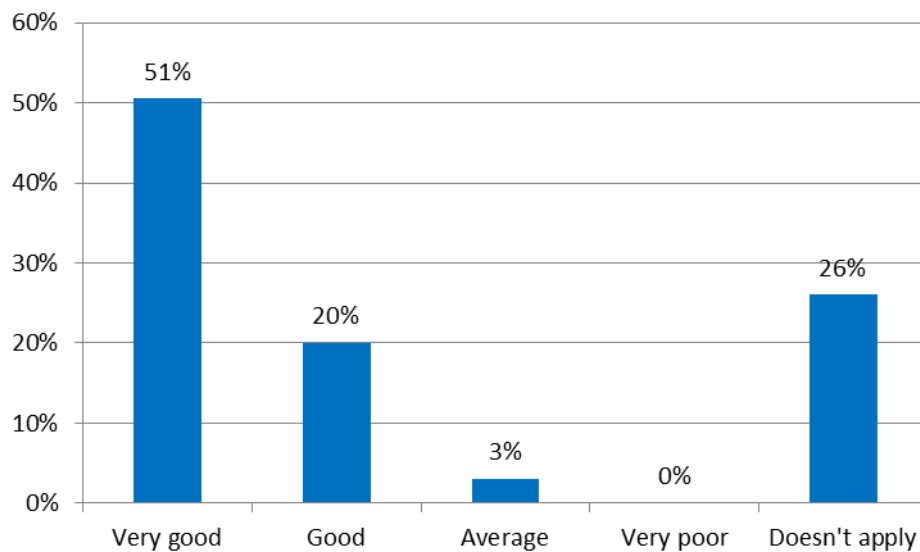
## 2017 ANNUAL MEMBER SURVEY RESULTS

### YOUR OPINION ON OUR ADMINISTRATION SERVICES

*We asked our members  
'How easy is it to book appointments?'*



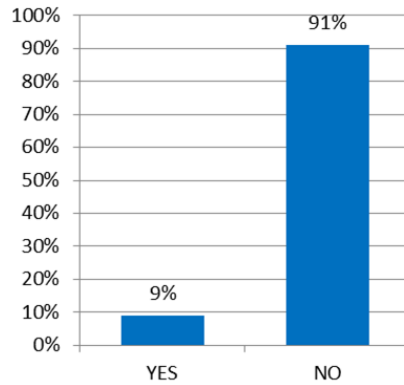
*We asked our members  
'How good are we at taking messages?'*



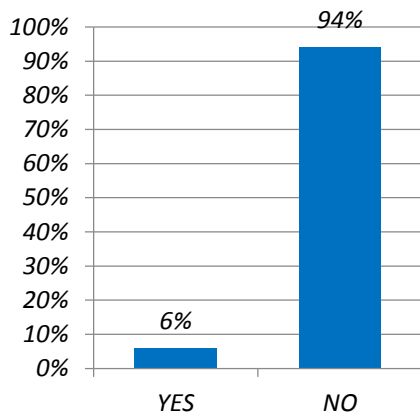
### MEMBER ACCESS TO DOCTORnow VIA SOCIAL MEDIA

## 2017 ANNUAL MEMBER SURVEY RESULTS

*We asked our members  
'Do you visit our website regularly?'*



*We asked our members  
'Do you read our GP blog posts?'*



*We asked our members  
'Do you order repeat prescriptions online?'*

