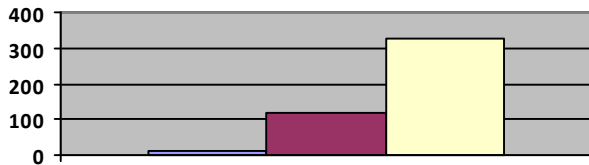


**WOODHOUSE HEALTH CENTRE  
5-7 SKELTON LANE, WOODHOUSE, SHEFFIELD, S13 7LY**

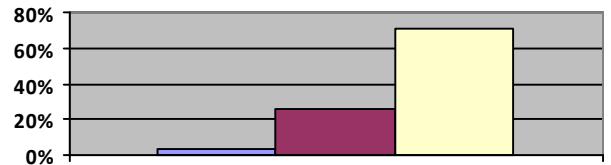
**PATIENT QUESTIONNAIRE**

Thank you to everybody who has participated.

1. How often do you visit the surgery? Total answered: 459.

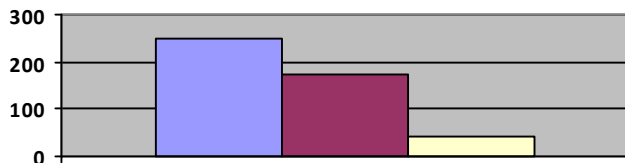


Weekly	13
Monthly	118
Infrequently	328

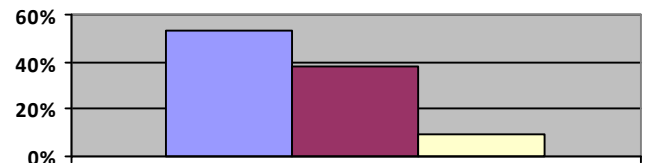


Weekly	3%
Monthly	26%
Infrequently	71%

2. How did you make your appointment for today? Total answered: 465.

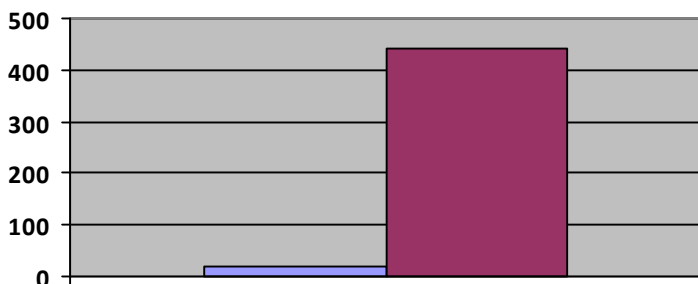


By Phone	248
In Person	175
Online	42

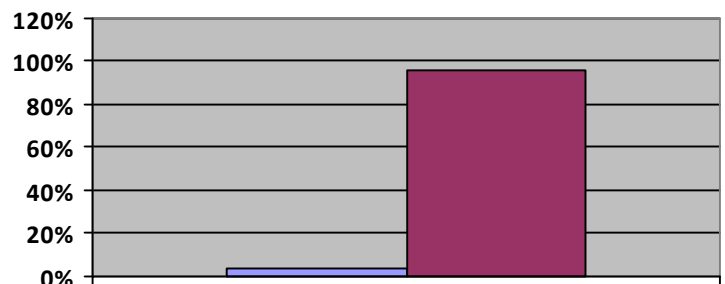


By Phone	53%
In Person	38%
Online	9%

3. Has there been a time in the last 3 months when you did not attend an appointment and did not let the practice know? Total answered: 459.

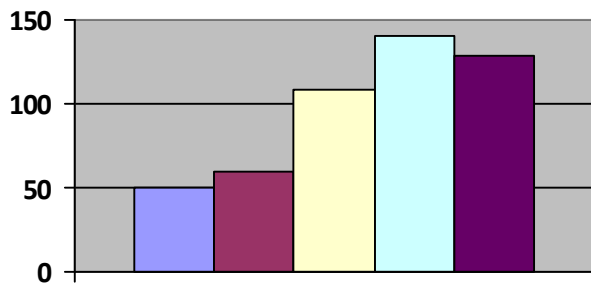


Yes	19
No	440

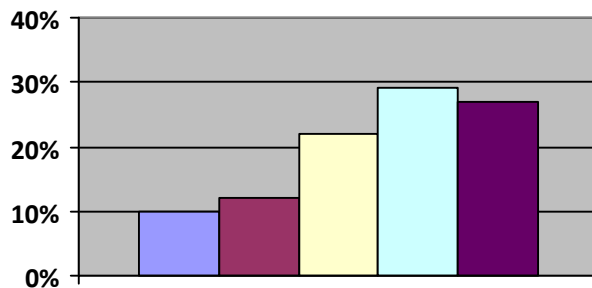


Yes	4%
No	96%

4. In the last 3 months how easy have you found it to get through on the phone? Total answered: 487.

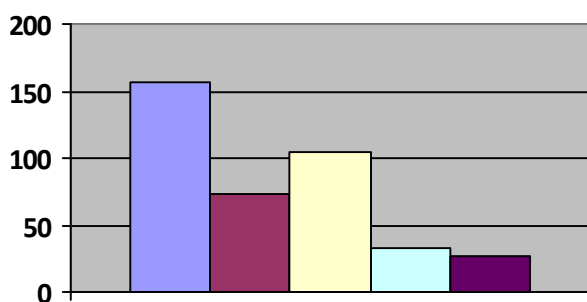


Haven't tried	50
Very easy	60
Fairly easy	108
Not very easy	140
Not at all easy	129

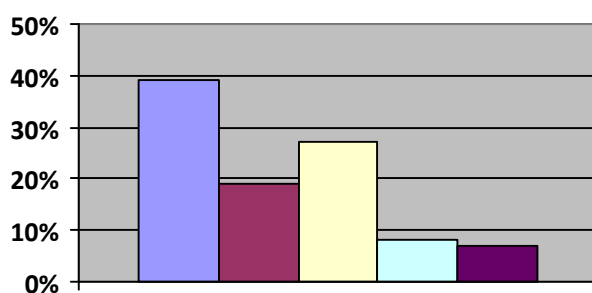


Haven't tried	10%
Very easy	12%
Fairly easy	22%
Not very easy	29%
Not at all easy	27%

In the last 3 months how easy have you found it to obtain test results by phone? Total answered: 394.

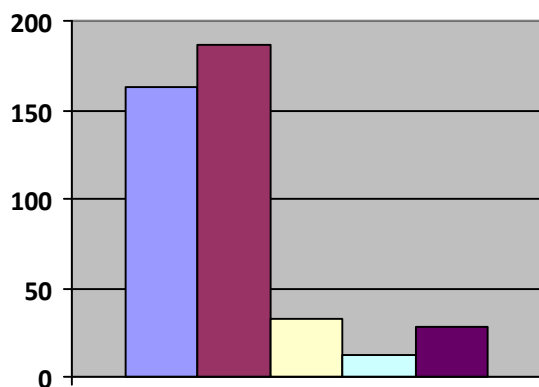


Haven't tried	156
Very easy	73
Fairly easy	105
Not very easy	33
Not at all easy	27

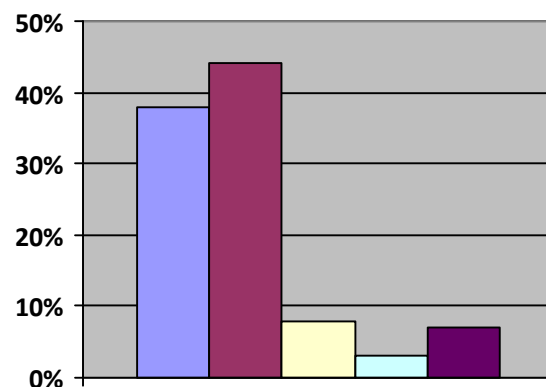


Haven't tried	39%
Very easy	19%
Fairly easy	27%
Not very easy	8%
Not at all easy	7%

5. If you have seen a GP in the last 3 months, how good were they at giving you enough time? Total answered: 423

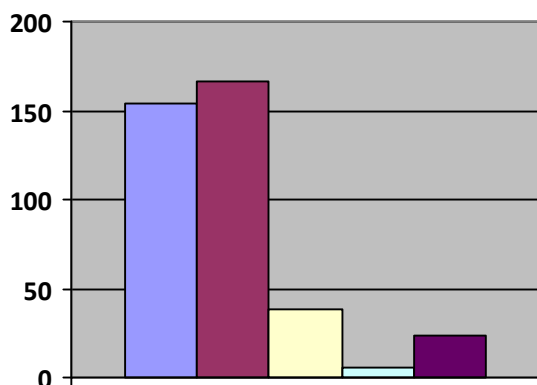


Very good	163
Good	187
Neither good nor poor	33
Poor	12
Not applicable / Don't know	28

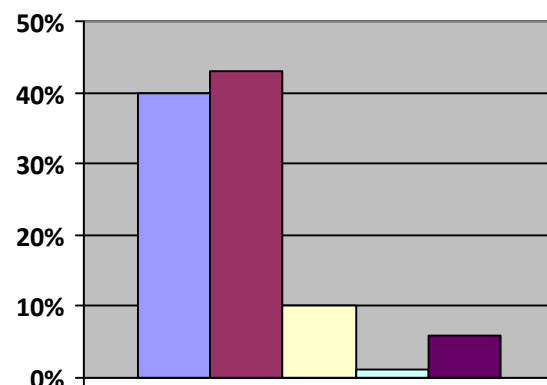


Very good	38%
Good	44%
Neither good nor poor	8%
Poor	3%
Not applicable / Don't know	7%

If you have seen a GP in the last 3 months, how good were they at asking about your symptoms? Total answered: 388.

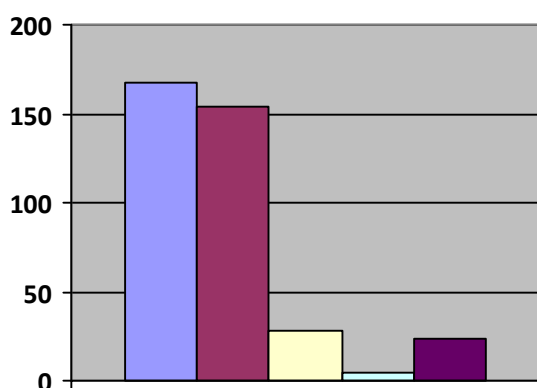


Very good	154
Good	166
Neither good nor poor	38
Poor	6
Not applicable / Don't know	24

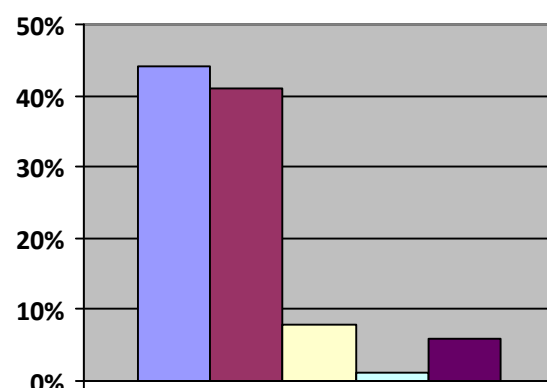


Very good	40%
Good	43%
Neither good nor poor	10%
Poor	1%
Not applicable / Don't know	6%

If you have seen a GP in the last 3 months, how good were they at listening? Total answered: 377.

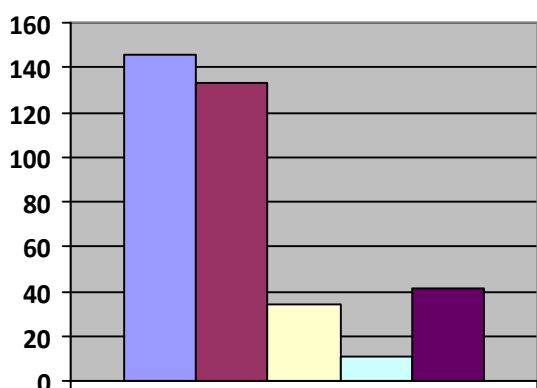


Very good	167
Good	154
Neither good nor poor	28
Poor	4
Not applicable / Don't know	24

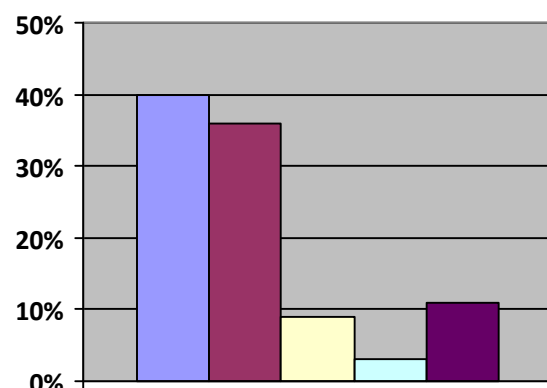


Very good	44%
Good	41%
Neither good nor poor	8%
Poor	1%
Not applicable / Don't know	6%

If you have seen a GP in the last 3 months, how good were they at explaining your tests and treatments? Total answered: 365.

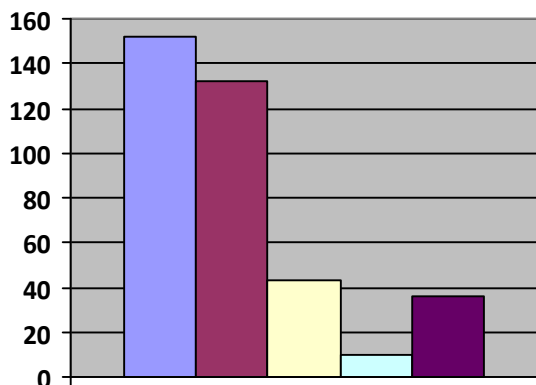


Very good	146
Good	133
Neither good nor poor	34
Poor	11
Not applicable / Don't know	41

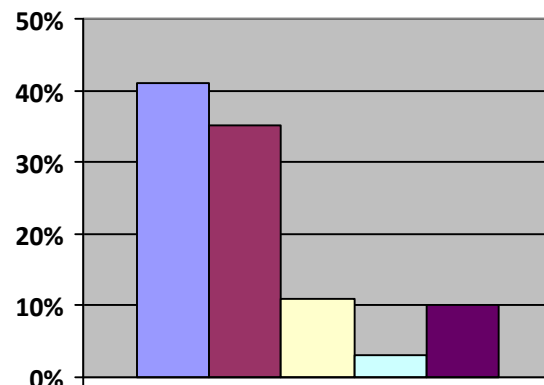


Very good	40%
Good	36%
Neither good nor poor	9%
Poor	3%
Not applicable / Don't know	11%

If you have seen a GP in the last 3 months, how good were they at involving you in decisions about your care? Total answered: 373.

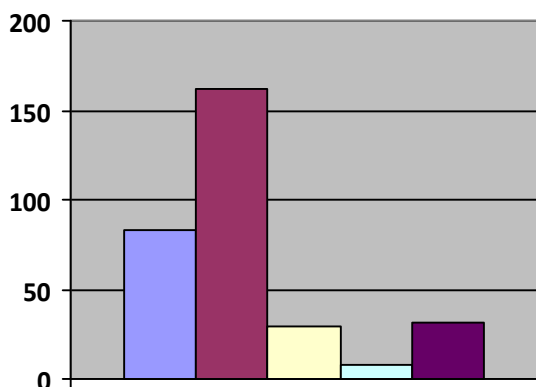


Very good	152
Good	132
Neither good nor poor	43
Poor	10
Not applicable / Don't know	36

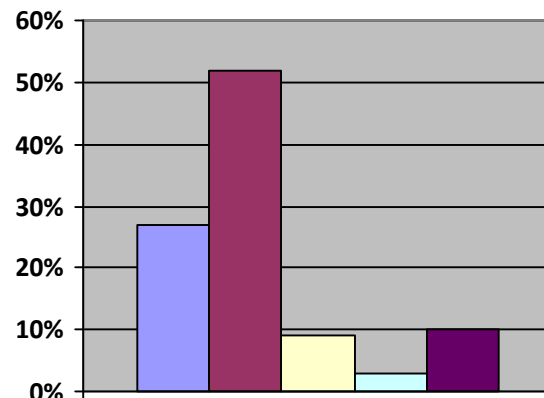


Very good	41%
Good	35%
Neither good nor poor	11%
Poor	3%
Not applicable / Don't know	10%

If you have seen a GP in the last 3 months, how good were they at treating you with care and concern? Total answered: 313.

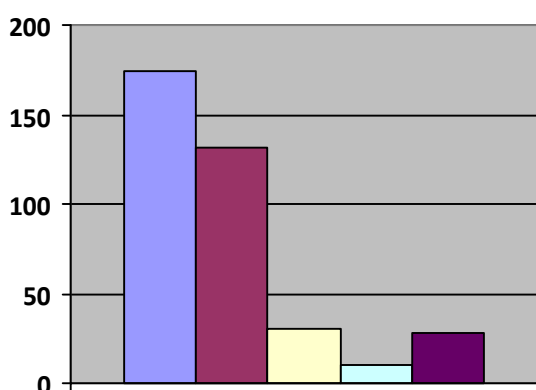


Very good	83
Good	162
Neither good nor poor	29
Poor	8
Not applicable / Don't know	31

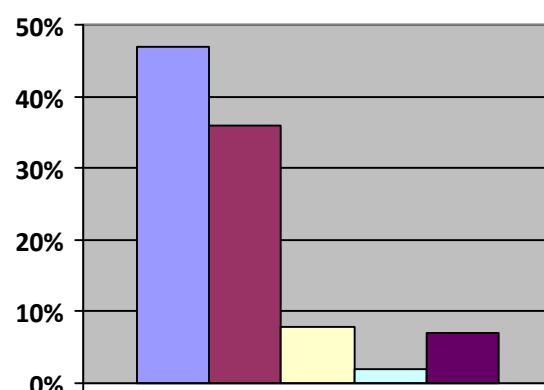


Very good	27%
Good	52%
Neither good nor poor	9%
Poor	3%
Not applicable / Don't know	10%

If you have seen a GP in the last 3 months, how good were they at taking your problems seriously? Total answered: 363.

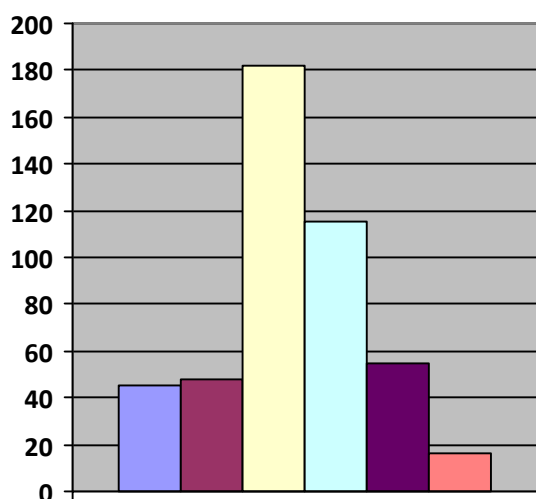


Very good	174
Good	131
Neither good nor poor	30
Poor	10
Not applicable / Don't know	28

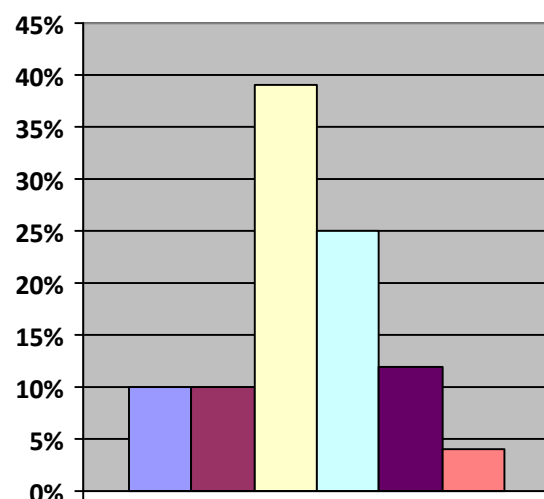


Very good	47%
Good	36%
Neither good nor poor	8%
Poor	2%
Not applicable / Don't know	7%

6. For your last appointment; how long after your appointment time did you wait to be seen? Total answered: 461.

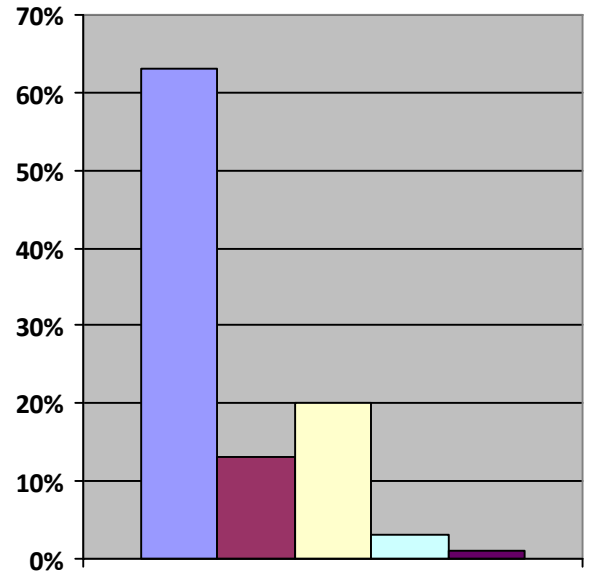
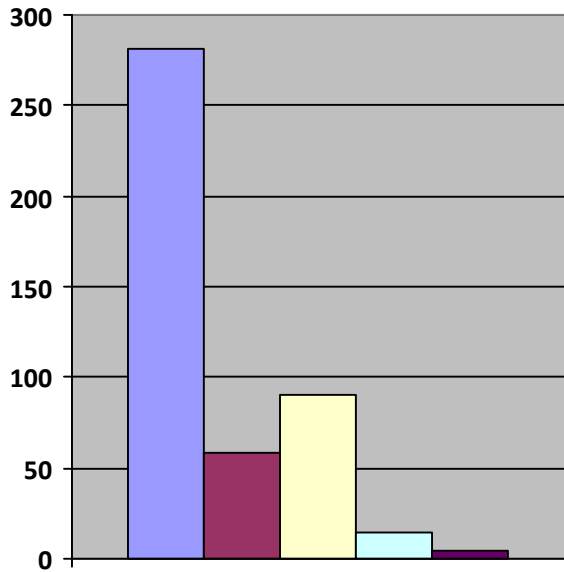


I am normally seen on time	45
Less than 5 minutes	48
5-15 minutes	182
15-30 minutes	115
More than 30 minutes	55
I can't remember	16



I am normally seen on time	10%
Less than 5 minutes	10%
5-15 minutes	39%
15-30 minutes	25%
More than 30 minutes	12%
I can't remember	4%

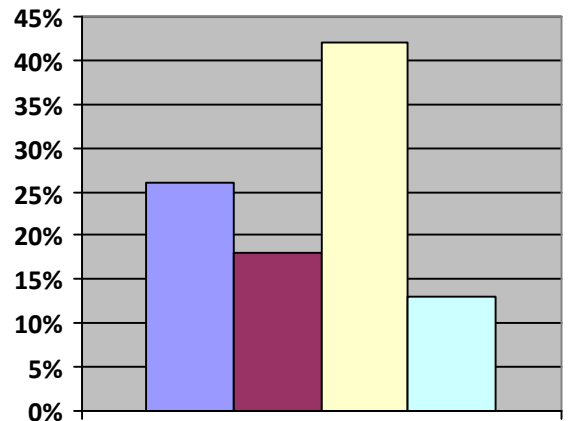
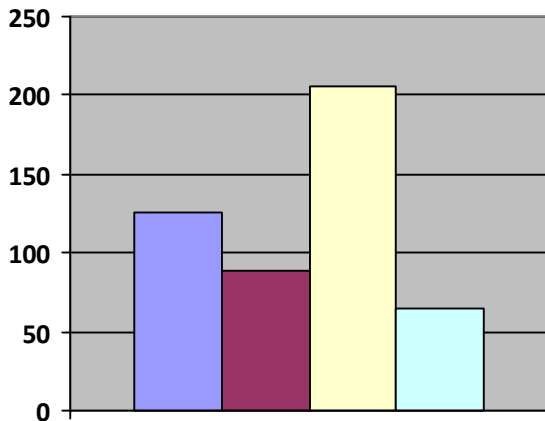
7. On that occasion, who was your appointment with? Total answered: 448.



Doctor	281
First Contact Practitioner	59
Nurse	90
Health Care Assistant	14
Other Clinician	4

Doctor	63%
First Contact Practitioner	13%
Nurse	20%
Health Care Assistant	3%
Other Clinician	1%

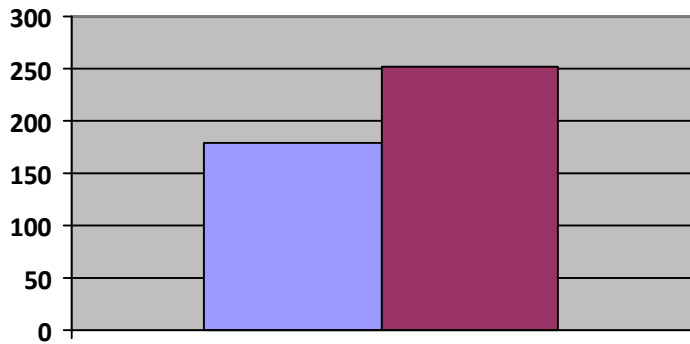
8. How do you feel about how long you waited after your appointment time? Total answered: 485.



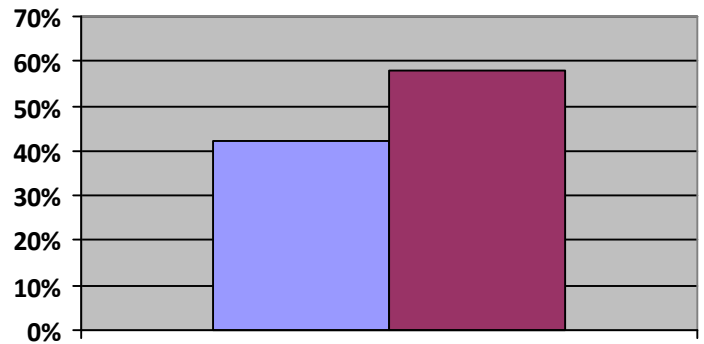
Happy	126
Not very happy	89
I understand that patients before me may have needed a little extra time	205
Glad to be seen	65

Happy	26%
Not very happy	18%
I understand that patients before me may have needed a little extra time	42%
Glad to be seen	13%

9. Are you aware that we offer pre-bookable GP and Nurse appointments on two early mornings each week, one evening each week and one Saturday each month? Total answered: 431.

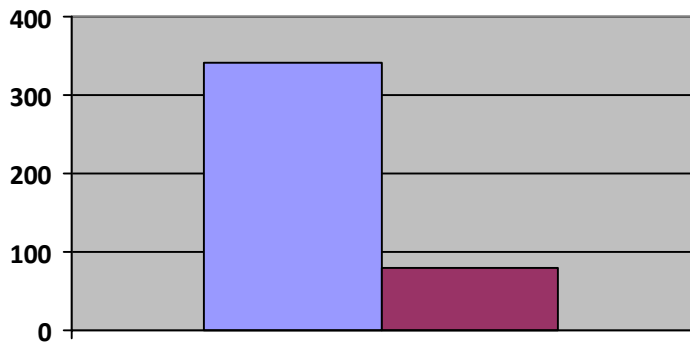


Yes	179
No	252

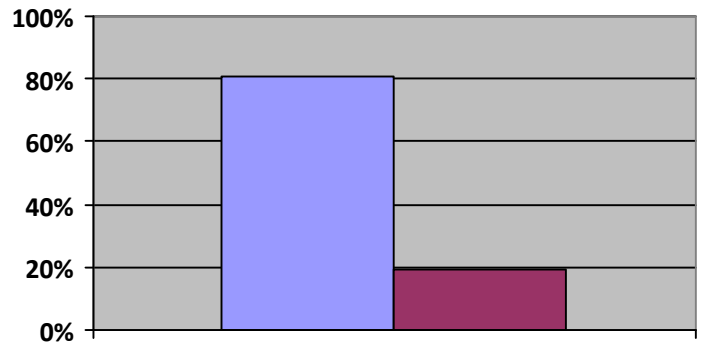


Yes	42%
No	58%

10. Are you happy with the opening hours of the practice? Total answered: 420.



Yes	341
No	79

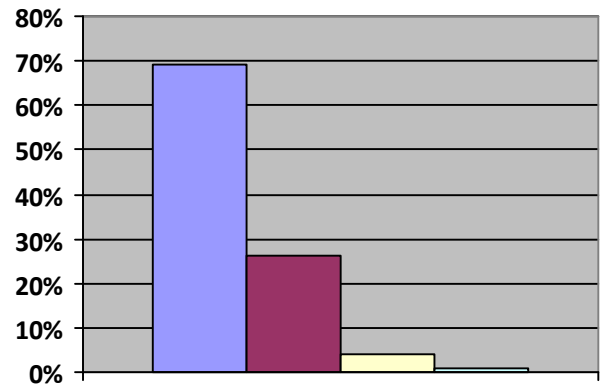
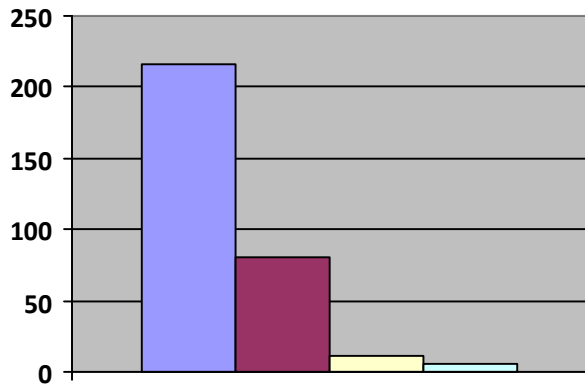


Yes	81%
No	19%



11. How did you find getting into the building at the surgery?

Total answered: 312.

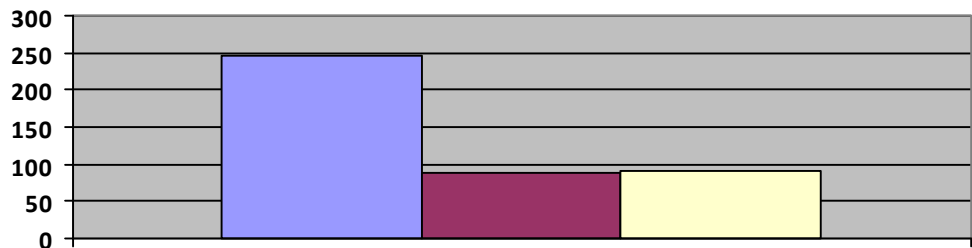


Very easy	216
Fairly easy	80
Not very easy	11
Not at all easy	5

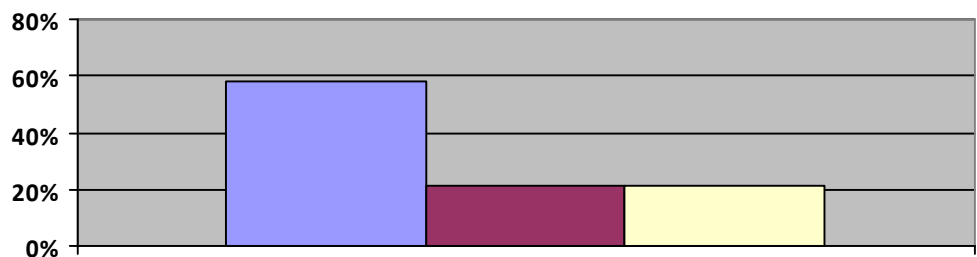
Very easy	69%
Fairly easy	26%
Not very easy	4%
Not at all easy	1%

12. Are you aware of our website [www.woodhousehealthcentre.co.uk](http://www.woodhousehealthcentre.co.uk)?

Total answered: 426.

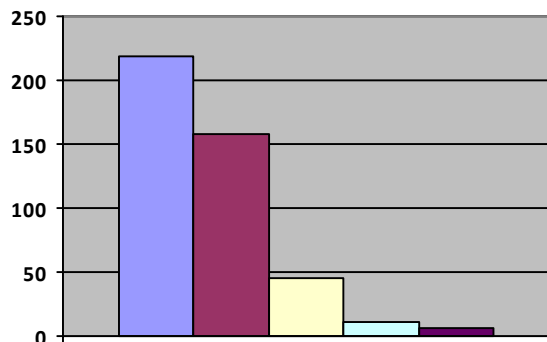


Yes	247
No	89
I do not have access to the internet	90

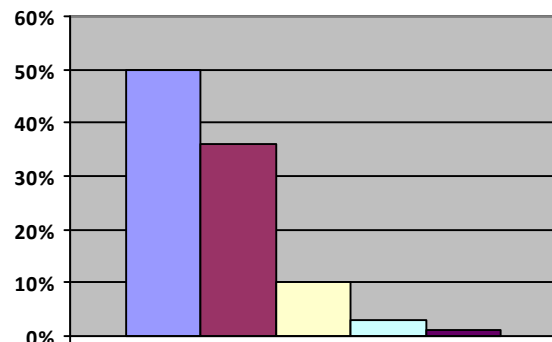


Yes	58%
No	21%
I do not have access to the internet	21%

13. In general, how satisfied are you with the CARE you get at the surgery?  
Total answered: 436.

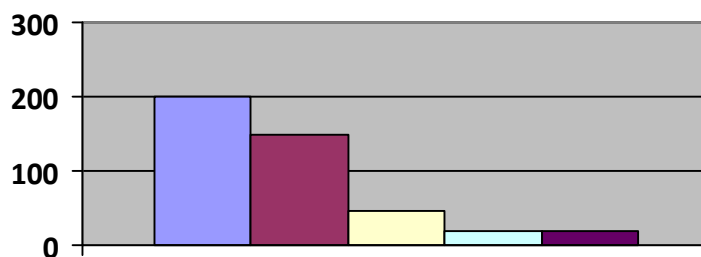


Very	218
Fairly	158
Neither satisfied or dissatisfied	46
Quite dissatisfied	11
Very dissatisfied	7

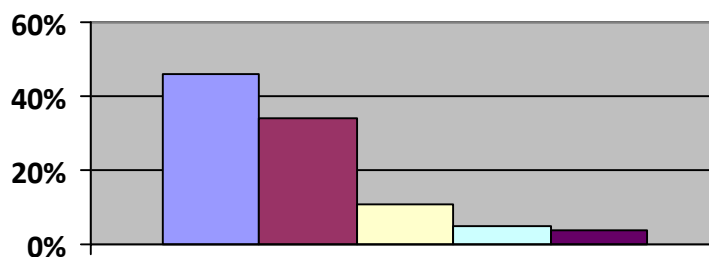


Very	50%
Fairly	36%
Neither satisfied or dissatisfied	10%
Quite dissatisfied	3%
Very dissatisfied	1%

14. Would you recommend Woodhouse Health Centre to someone who has just moved into the local area? Total answered: 436.

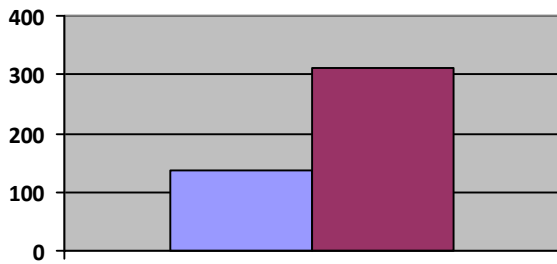


Yes, definitely	201
Yes, probably	150
No, probably not	46
No, definitely not	20
Not sure	19

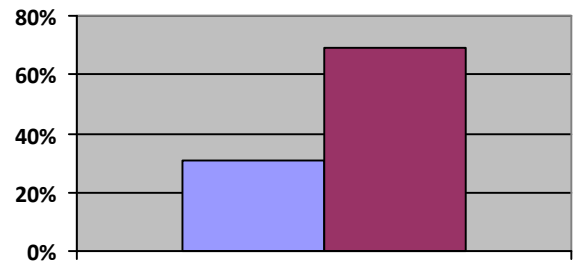


Yes, definitely	46%
Yes, probably	34%
No, probably not	11%
No, definitely not	5%
Not sure	4%

15. What sex are you? Total answered: 449.

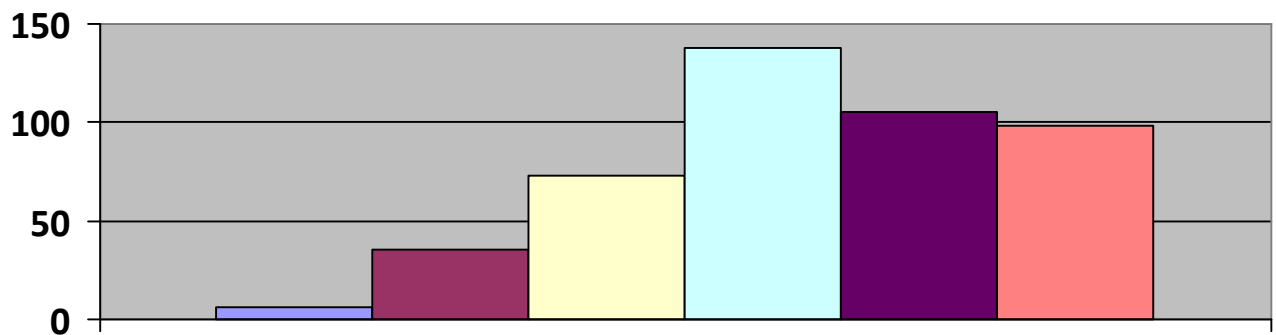


Male	138
Female	311

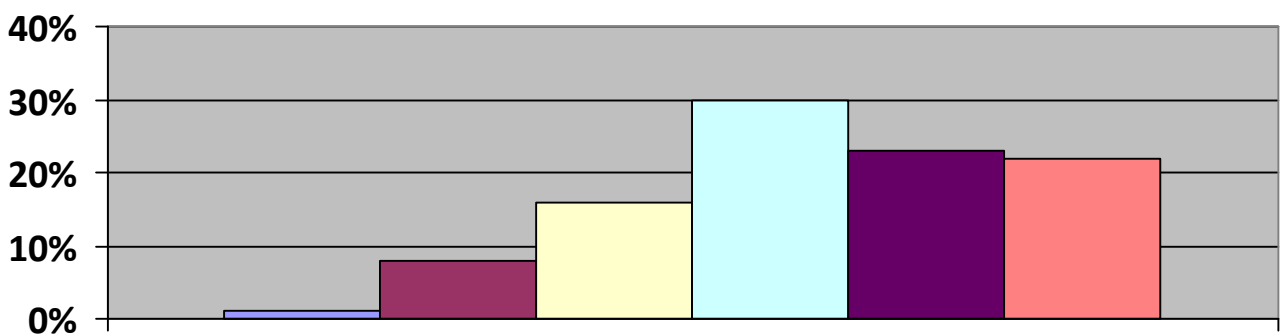


Male	31%
Female	69%

16. What age are you? Total answered: 455.



Under 18	6
18-30	35
31-45	73
46-65	138
66-75	105
Over 75	98



Under 18	1%
18-30	8%
31-45	16%
46-65	30%
66-75	23%
Over 75	22%

17. What is your ethnic group? Total answered: 451.

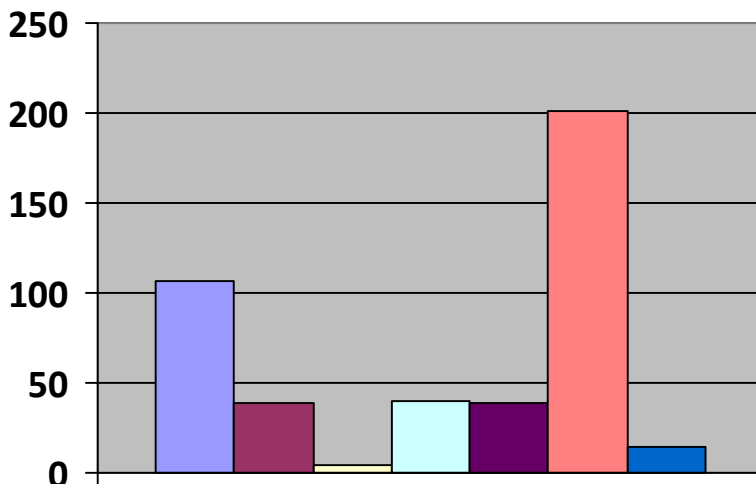


White	433
Black or Black British	5
Asian or Asian British	2
Mixed	6
Chinese	0
Other Ethnic Group	5

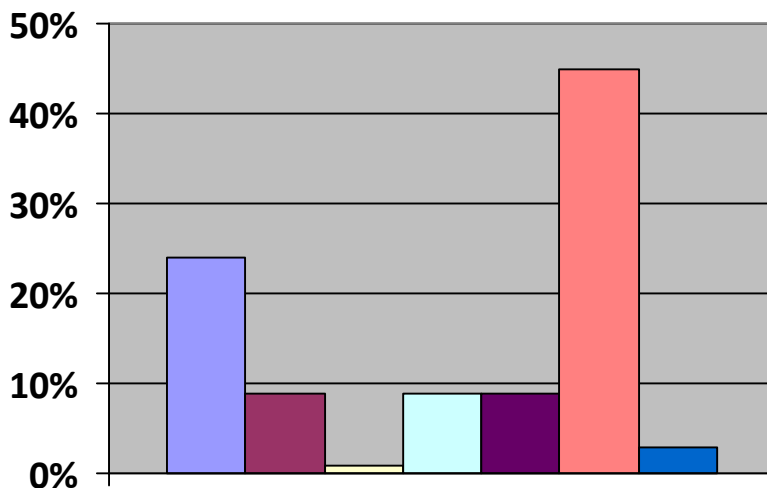


White	96%
Black or Black British	1%
Asian or Asian British	1%
Mixed	1%
Chinese	0%
Other Ethnic Group	1%

18. Which of these best describes what you are doing at present? Total answered: 444.

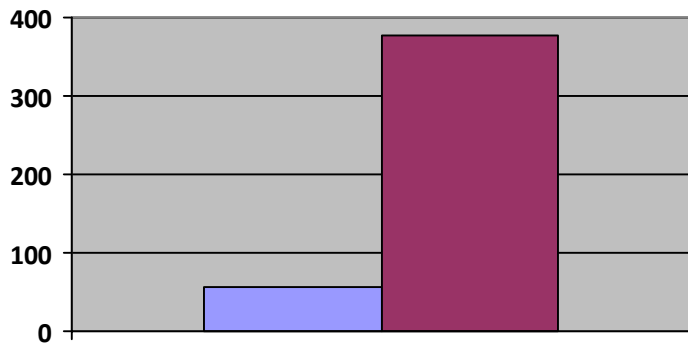


Full time paid work (30 hours or more per week)	107
Part time work (less than 30 hours per week)	39
Full time education (school, college, university)	4
Unemployed	40
Permanently sick or disabled	39
Fully retired	201
Doing something else	14

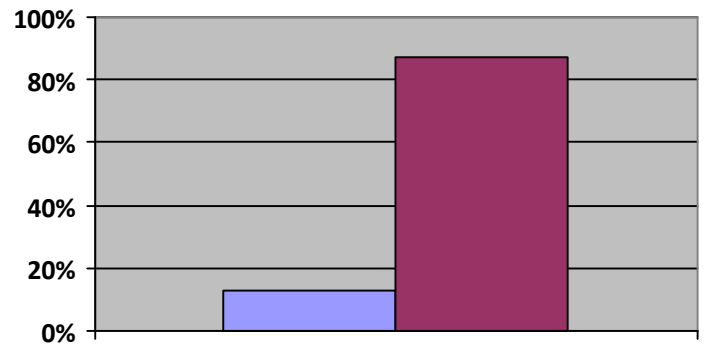


Full time paid work (30 hours or more per week)	24%
Part time work (less than 30 hours per week)	9%
Full time education (school, college, university)	1%
Unemployed	9%
Permanently sick or disabled	9%
Fully retired	45%
Doing something else	3%

19. Are you a carer? Total answered: 434.



Yes	56
No	378



Yes	13%
No	87%

## Comments

<b>Positive</b>	<b>Number</b>	<b>Negative</b>	<b>Number</b>
No worries about waiting after time for an appointment	6	The tannoy is not clear for patients with hearing problems	5
The reorganising/new seating in the bottom waiting room	2	Not being able to make appointments far enough in advance	13
Clinicians good	5	Reception attitude	11
excellent care	78	More time for patients in appointments	3
Reception staff helpful	20	more help on phone calls	3
Excellent staff	50	More home visits ( BGV)	3
Care at BGV	2	Not being able to see designated GP more often	11
Wonderful GPS	9	long wait after appointment time	16
overall service excellent	1	More on the day appointments	11
Receptionists are an excellent firewall	1	Too long to wait to pick up a care plan from reception	1
Outreach flu clinics	1	Better disabled access	2
Consultant referrals	2	More resources for the practice	1
fast turnaround of prescriptions	3	Better surgery opening times	8
Need more good doctors like the ones you have now	1	Needs to open on Saturdays	2
Practice is clean	2	Long wait on telephone	33
Good to be able to order prescriptions through the pharmacy	1	General unhappiness with appointment system	61
Reminders about flu vacs	1	Not telling patients when tablets have changed that now need to be signed for	3
good at listening then acting accordingly	3	GPs not listening to patients problems	3
Repeat prescriptions online	2	Too many patients	3
Nurses wonderful	7	car parking	2

best ever docs and nurses	1	Need to know how many in front of you in the telephone queue	1
Never feel rushed	3	More appointments at BGV	3
Having a pharmacy in the same building as the GP	4	Only allow 2 days bookable in advance so some free appointments	1
Excellent care for the elderly	2	Not being able to order prescriptions by phone	2
Lots of nurses available if GPS not	1	Incorrect medication order received	2
Easy to get results	1	Don't close at lunchtime	2
Easy to get advice	1	more appointments for those who work	17
Easy to get an appointment	3	not being able to pick prescriptions up when the practice is open on a Saturday	
First Practitioner good	7	Open on Thursday afternoons	2
Online appointments	3	more online appointments	2
Telephone appointments	1	Difficulty standing a queue at reception	1
treating patients with respect	1	Receptionists have too much responsibility	1
Warfarin clinic	1	too long to wait for a blood test appointment	3
giving appointments at short notice for a child with learning disabilities	1	More staff would help	4
good asthma care	1	think people should pay if they don't turn up for an appointment	2
flu clinics	1	new ways to remind patients of appointments	1
Nurse Kathryn wonderful	1	Using patients own knowledge to direct them to what they need	1
Practice shows it listens to patients through questionnaire	1	Difficulty getting test results	2
late night appointments	1	more phone appointments	4
More Dr Anumba	1	more ear syringing appointments ( 7	1



		week wait)	
Very patient staff as patients are rude	1	More permanent GPs	9
Excellent from Dr Nevitt	1	difficulty with online prescription ordering. Notes not read	1
Best practice in Sheffield	1	Not being marked DNA when only a few minutes late	1
Good communication with patients	2	more privacy at reception	2
		GPs to give out test results not receptionists	1
		If no appointments at this practice being able to go to another practice to be seen sooner	1
		Not enough seats in reception at busy times	1
		Doctors don't listen	1
		No explanation or information when a GP is running later	2
		quicker response to requests	1
		Miss old fashioned GP/patient relationship	2
		better communication between hospital and GP	1
		Internal pharmacy poor	1
		More home visits for disabled patients	1
		More appointments outside school times for children	1
		Practice to provide drinking water in summer	1
		stop the time wasters	1