

## BAKEWELL MEDICAL CENTRE

### PATIENT QUESTIONNAIRE RESULTS

**Q1) Are you aware that the surgery has extended opening hours on 2 days of each week?**

Mondays 6:30pm – 8:00pm  
Wednesdays 7:00am – 8:00am

Yes	No
20	22

Have you found them useful? – **Please see patients comments below**

Yes	Yes working hours means the above times ease pressure on those who work 9-5pm	Do not know about new hours as retired. Would have found useful if still working.
Very helpful	Very handy if you need a GP on a Monday and Wednesday.	Yes, especially when working.
I was not sure of the precise times, but have had an evening appointment. This was very useful on that occasion.	Being retired, not really useful to me.	Being retired I can fit in with existing appointment times.
Probably not	Yes	Yes
No	Not for my age group but good for working people.	Did not know about them, but will find them useful now.
No	Yes	Yes
Does not apply to me being retired.	Useful for workers who cannot get time off.	Yes
Yes	Yes	Yes very useful
Did not know about this and find it useful.	I would find them useful.	Yes
Yes very useful as I work full time.	Yes	Yes
No	Very useful	No
Yes	Yes	Not particularly as retired but helpful to those who work.

Useful in emergency.	Was not aware but would find useful	Good to know as some people cannot get there during work times.
Yes	Yes	Yes

**Q2)** GPs work on average 50 hours a week, usually from 8am to 6pm, with some early and late clinics as overleaf. Do you think that time should be better divided? If so how? **Please see patients comments below:**

No sure how they would do it but must have the work/life balance.	I cannot judge, the system works for me.	Saturday opening.
I don't see a need for change.	M-F is busy for many families. Saturday once a month would help.	2 extended hours days is reasonable. There is enough paperwork for GPs to fill the rest of the day when not seeing patients.
I would not presume to tell GPs how they should spend their time. They will know best where the main pressure points are.	Some weekend availability would be very good.	One or two GPs to be on call for Out of Hours emergencies.
I think it is very good.	No	No
Don't know	Weekend openings and weekend home visits.	Don't know
No	I think this should be a question you ask the GP's.	GPs need extra time in order to complete the excellent work they do.
Early and late hours would apply to workers, not elderly people or children.	Some sort of weekends would be useful if it were only 2-4 hours on a Saturday morning.	I trust the GPs to know how to use their time.
Don't know	No	No, they work enough hours and the extended opening hours should be enough.
No	As it used to be some GPs doing 8-1pm and 1-6pm	No
No	No views! No answers!	Saturday surgery would reduce GPs working time and better for those who work.

No	Well satisfied.	No
Yes, 8am-8pm	Different shift patterns.	No
Difficult one – maybe a rota system?		

**Q3)** If your GP worked more in the evenings and weekends, who would see patients during the day who wished to be seen during ‘office hours’?

**Please see patient comments below:**

Qualified nurses but perhaps one busy day to see over 60's?	I prefer office hours, not sure the question is clear.	More GPs.
Load could be lightened by meeting some demand of ‘office hours’. No need for this to be a problem if demand is balanced with working patterns.	Better spread of GPs in order for all patients needs.	I am sure that not every GP has to be in surgery at the same time, many people like to have a choice.
Need to train and employ more GPs.	Perhaps you need another GP?	Things are ok for me.
Retired and not working – perhaps more flexibility for working people.	Yes, Saturdays am would help.	Too many people attend the surgery for unimportant “illnesses”.
Additional GP's?	Yes, evenings and weekends	Preferred – but needs to be in the control of the GPs.
If GPs did late duty it would only need two and a nurse, leaving the rest to be free during the day.	Would have to be GPs during these hours for non-workers and parents.	GPs should not be spread too thinly. We have enough nurses.
Not sure this makes sense?	Not important to me as I am retired.	As it used to be. Some GPs do evenings and some do weekends and the others week days.
Nurses?	No views!	I do not know - would need to be worked out by GPs.
Don't know	GPs are human like anybody else.	More GPs required.
Shift basis	GP rota system?	

**Q4) How do you make appointments to see either a GP or Nurse?**

In person	By phone	By surgery website
10	30	5

**Q5) As a teaching practice we need our patients to be prepared to see a number of GPs. Our computerised medical notes ensure that this is safe, and indeed it is often safer when doctors work as a team rather than solo. We want to know how our patients feel about this. Do you prefer?**

**N.B. Some patients answered by ticking two options on appointment making.**

To see one GP all the time	To see up to two GPs	To see three or four, not registrars	To see whichever doctor is available	Other
13	9	8	9	0

(A)

(B)

(C)

(D)

(E)

**Q6) Whilst we always see patients the same day who need to be seen on an urgent basis – and normally have availability for all patients to see a GP – we cannot guarantee availability with a chosen GP. How do you think we can cater for those with preferences A and B in Question 5 ?**

**Please see patients comments below:**

Unless urgent, I usually wait to see the GP who knows my long term condition otherwise I would accept seeing another permanent GP.	If the situation was urgent seeing another GP is surely acceptable? Otherwise I prefer the personal approach of seeing one or two GPs.	If you want the same day service you should be prepared to be flexible tough, it out surgery manager. PS I think the service offered overall is of a very high standard. Thank you.
Limited options for those who want to see a particular GP.	Expectations of patients needs to change and those with chronic conditions should aim to be managed by 2 GPs to help with continuity of care. When a GP is off patients need to accept they may need to see another GP or the one on call.	I certainly prefer to see one GP, but this a preference rather an a requirement.
In an emergency, it is a case of seeing who is available.	Ask patients to be more flexible?	With difficulty – or to make patients make advance appointments.

Don't know	Working weekends	Employ more excellent GPs such as Dr Williams. Outstanding profound human being.
Not always possible	You cannot	I would think it would be a nightmare maybe but to hold back some appointments for a 6 month trial then reassess.
I don't think you can.	If people are ill enough to visit a GP surely they will see any GP?	Patient would need to compromise if regular GP not available.
Preferably to see the same GP about an on-going health issue but otherwise not as important so continuity.	Only way is for each GP to have maximum number of patients! But not practical maybe!	A longer wait for an appointment if it is not urgent.
Don't know	Cannot all the time	? You cannot if they are not available.
Allow patients to book in for their requested GP in advance.	If urgent should accept another GP.	You can't, patients will have to make appointment, if not urgent, when desired GP available.
Not able to suit everybody. Telephone appointments perhaps?		

**EQUALITY MONITORING**

- What is your age range?

Under 16	16-19	20-39	40-59	60-69	79-79	80	Prefer not to say
0	0	4	9	8	13	3	5

- What is your gender?

Male	Female
12	24

- Do you consider yourself to have a disability according to the terms given in the Disability & Discrimination Act 2005 (DDA defines a person as disabled if they have a physical or mental impairment which has a substantial and long term effect on their ability to carry out normal day to day activities and has lasted or is likely to last for at least 12 months. Since 2005 people with HIV, Cancer and Multiple Sclerosis (MS) are also covered.

Yes	7
No	31

- If so please state your disability or disabilities.

Hearing Impaired	
Learning disability	2
Long term condition	2
Mental Health	
Physical impairment	3
Visual and Hearing impairment	
Visual impairment	
Wheelchair user	

Any other disabilities? - Patient comment below

Scleroderma with fatigue
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