

Central Luton Overall GP Surgery Results



CENTRAL LUTON GP SURGERY RESULTS

Survey Results

Central Luton GP Surgeries

Q1. Is it easy to get through to your surgery on the telephone?

YES	NO	NOT SURE
101	60	0

37% of respondents stated that it was not easy to get through on the telephone.

Q1.

Q2. Can you book your appointment online?

YES	NO	NOT SURE
22	55	84

86% of respondents stated that they could not or were unsure if they could book their appointments online.

Q2.

Q2b. Would you use this service if available

YES	NO	NOT SURE
81	70	10

50% of respondents stated that they would use an online appointment booking service if it were available.

Q2b.

Q3. Does your surgery send you an appointment reminder text message?

YES	NO	NOT SURE
45	113	3

70% of respondents stated that the surgery does not send them an appointment reminder text message.

Q3.

Q3b. Would it be/is it helpful to you?

YES	NO	NOT SURE
126	26	9

78% of respondents stated that an appointment reminder text message would be helpful to them.

Q3b.

Survey Results

Central Luton GP Surgeries

Q4. Are you happy with your surgery's opening hours?

YES	NO	NOT SURE
125	35	1

78% of respondents stated that they were happy with the surgery opening times.

Q4.

Q5. Is the building accessible and patient friendly?

YES	NO	NOT SURE
136	20	5

Q5b. Are you happy with wheelchair access/pram access?

YES	NO	NOT SURE
66	46	49

29% of respondent stated that they were unhappy with wheelchair/pram access.

Q5b.

Q5c. Are you happy with the waiting room?

YES	NO	NOT SURE
138	12	11

Q5d. Is the waiting room child friendly?

YES	NO	NOT SURE
58	42	61

26% of respondents stated that the waiting room is not child friendly.

Q5d.

Survey Results

Central Luton GP Surgeries

Q5e. Are you happy with the toilets?

YES	NO	NOT SURE
121	14	26

Q6. Can you get an appointment for when you need it?

YES	NO	NOT SURE
70	91	0

57% of respondents stated that they could not get an appointment for when they needed it.

Q6.

Q7. Is there enough privacy to talk to reception in confidence?

YES	NO	NOT SURE
80	81	0

50% of respondents felt that there was not enough privacy to talk to reception in confidence.

Q7.

Q8. Is it clear for you to know when it is time to see your doctor (system in reception for alerting you to see your doctor)?

YES	NO	NOT SURE
128	33	0

Q9. How long after your appointment time do you normally wait to be seen? (In Minutes?)

Less than 5	5 to 15	More than 15	No Specific Time
14	47	99	1

61% of patients stated that they waited for more than 15 minutes after their appointment time to see their GP.

Q9.

Survey Results

Central Luton GP Surgeries



Q10. Are there any language barriers when communicating with staff or doctors?

YES	NO	NOT SURE
7	154	0

Q11. Is there the right information/leaflets available at your surgery of specific interest to you?

YES	NO	NOT SURE
140	20	1

87% of respondents stated there is information of specific interest available at the surgery.

Q11.

Q12. Do you think your surgery should have water available in the waiting room for all patients?

YES	NO	NOT SURE
147	13	1

91% of respondents stated that there should be water available in the waiting room.

Q12.

Q13. Do you only see a certain doctor in your surgery?

YES	NO	NOT SURE
38	123	0

Q14. Do you avoid any doctors?

YES	NO	NOT SURE
35	126	0

22% of respondents stated that they avoid a certain doctor.

Q14.

Survey Results

Central Luton GP Surgeries

Q15. Do you have confidence and trust in your doctor?

YES	NO	NOT SURE
142	19	0

88% of respondents have confidence and trust in their doctor.

Q15.

Q16. Do you feel your doctor listens to you and considers your opinion?

YES	NO	NOT SURE
139	22	0

86% of respondents feel that their doctor does listen or consider their opinion.

Q16.

Q17. Do you feel you have enough time with your doctor?

YES	NO	NOT SURE
123	38	0

76% of respondents stated that they felt they did have enough time with their doctor during their appointment.

Q17.

Q18. Do you feel you are involved in decisions about your care and treatment?

YES	NO	NOT SURE
131	30	0

81% of respondents stated that they felt involved in decisions about their care and treatment.

Q18.

Survey Results

Central Luton GP Surgeries

Q19. Overall, how do you rate the doctors at your surgery?

Score	Very Poor	Poor	Ok	Good	Excellent
Frequency	6	10	26	93	26

74% of respondents rated the doctors at the surgery as either good or excellent.

Q19.

Q20. Are the staff (reception/practice manager) at your surgery helpful and understanding?

YES	NO	NOT SURE
134	27	0

83% of respondents stated that staff are helpful and understanding.

Q20.

Q21. Do staff listen to you?

YES	NO	NOT SURE
147	14	0

91% of respondents stated that staff do listen.

Q21.

Q22. Do staff treat you with respect?

YES	NO	NOT SURE
146	15	0

91% of respondents stated that staff treat them with respect.

Q22.

Survey Results

Central Luton GP Surgeries

Q23. Overall, how do you rate the staff at your surgery?

Score	Very Poor	Poor	Ok	Good	Excellent
Frequency	3	14	42	71	31

63% of respondents rated the staff at the surgery as either good or excellent.

Q23.

Q24. Overall, are you happy with the quality of care, treatment and service you receive at your surgery?

YES	NO	NOT SURE
138	23	0

86% of respondents stated that they were happy with the overall quality of care, treatment and service.

Q24.

Q25. Would you recommend your surgery to other people?

YES	NO	NOT SURE
112	48	1

70% of respondents would recommend the surgery to others.

Q25.

Q26. How would you score your doctor's surgery?

Score	1	2	3	4	5
Description	Very Poor	Poor	Ok	Good	Excellent
Frequency	5	14	50	71	21

57% of respondents rated the GP surgery a score of 4 or 5.

Q26.

Observation Results

Central Luton GP Surgeries

Key Observation Findings

89% of Surgeries
(8 out of 9) scored
negatively for
wheelchair/pram access.

78% of Surgeries
(7 out of 9) did not
have a hearing loop
system in place.

78% of Surgeries
(7 out of 9) did not have
a comments/
suggestions box.

No surgery had
privacy at the
reception area.

56% of Surgeries
(5 out of 9) did not
have a Patient
Participation Group.

56% of Surgeries (5 out
of 9) did not have an
online appointment
booking facility.