



**Riddings Family Health Centre  
Patient Participation Group**

Q1: Who did you see at the Surgery today?

Doctor	48%
Nurse	52%

Q2: How did you make this appointment?

Telephone	77%
In Person	17%
Booked at last appt	6%

Q3: How would you prefer to book your appointment?

Telephone	70%
In Person	13%
On-line	17%

Q4: How helpful have you found the Receptionists?

Excellent	77%
Very Good	19%
Good	4%
Fair	0
Poor	0

Q5: On average, how long do you have to wait to be seen?

5 Minutes or less	23%	
6 - 10 minutes		65%
11-20 minutes		10%
20 minutes or more	2%	

Q6: How do you rate this?

Excellent	36%
Very Good	48%
Good	8%
Fair	4%
Poor	4%

Q7: Do you feel the Doctor/Nurse listened to you?

Yes	90%
No	0
Does not apply	10%

Q8: Do you think the clinician involved you in the decision about your care?

Yes	85%
No	0
Does not apply	15%

Q9: Overall, how satisfied are you with your consultation today?

Very satisfied	82%
Satisfied	18%
Fairly	0
Dissatisfied	0

Q10: How did you rate the Waiting Area?

Excellent	29%
Good	60%
Satisfactory	11%
Unsatisfactory	0

Q11: How do you rate the other areas of the Surgery?

Excellent	46%
Good	46%
Satisfactory	8%
Unsatisfactory	0

Q12: Could you envisage yourself making use of appointments on:-

Saturday Afternoon	19%
Tuesday Evening	23%
Both	16%
Neither	42%

Q13: What is your preferred Clinic time of the day?

8.30am - 10.30am	18%
9am - 11am	35%
11am - 1pm	9%
2pm - 4pm	9%
3.30pm - 5.30pm	19%
None	10%

Q14: Is there anything that you feel we do particularly well at the Practice?

Easy access to appointments  
Same day appointments  
Helpful and personable staff  
Make you feel at ease  
Appointments available at short notice - staff extremely helpful and friendly  
Good access to appointments at short notice  
Always helpful  
Excellent Doctors and Nurse  
Do everything well and helpful and friendly  
Reception staff always helpful and always offer appointment within a day or two. Doctors always approachable and understanding  
Fab team, thank you  
Respect the patient

Q15: Is there anything that you feel we could improve on?

Waiting times  
Over the phone prescription requests  
Later appointments would be handy  
More space in the waiting room and needs a freshen up (although like the fish in the tank and the flower picture)

Q16: Other comments:

Everyone at the practice are friendly and helpful  
Great patient care. Dr Johnston and Karen listen and want to help  
Just a good Surgery and Receptionists  
Difficult arranging repeat Prescriptions over the phone  
Staff are very efficient. Overall am very pleased with the service provided  
Ease at which I can get an appointment... Please don't change this

Gender:

Male	29%
Female	56%
Not indicated	15%

Age Range:	17-24	6%
	25-39	12%
	40-64	33%
	65-79	30%
	80+	4%
	Not indicated	15%

Employment Status:

Employed	38.5%
Unemployed	2%
Retired	38.5%
Full Time Education	4%
Long-term Sickness	2%
Looking after Home/Family	0%
Not indicated	15%

Ethnicity:

White British	77%
Black British	0%
Asian British	2%
Mixed	2%
Chinese	0%
Other	4%
Not indicated	15%