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## Results

### Survey 61273

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Number of records in this query:	153
Total records in survey:	153
Percentage of total:	100.00%





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Field summary for Q1a

Q1a. Have you used our on line service for booking appointments?

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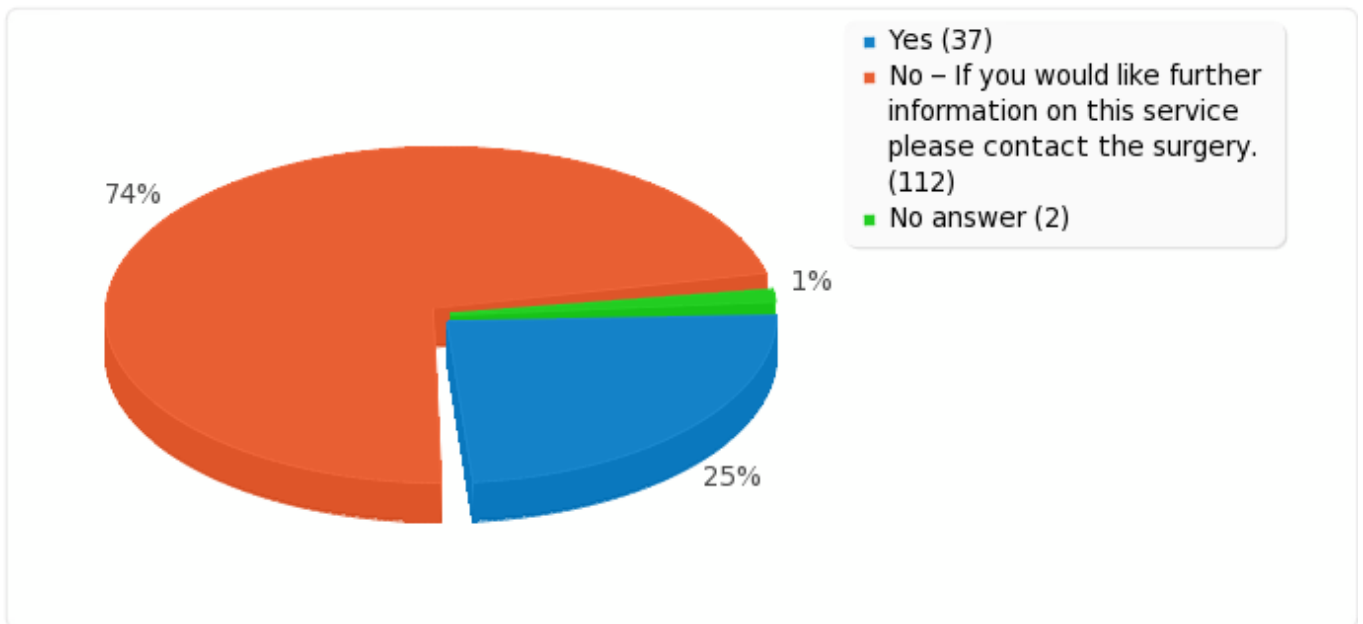
Answer	Count	Percentage
Yes (A1)	37	24.50%
No - If you would like further information on this service please contact the surgery. (A2)	112	74.17%
No answer	2	1.32%



Field summary for Q1a

Q1a. Have you used our on line service for booking appointments?

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Field summary for Q1b

Q1b. If yes, how would you rate this service?

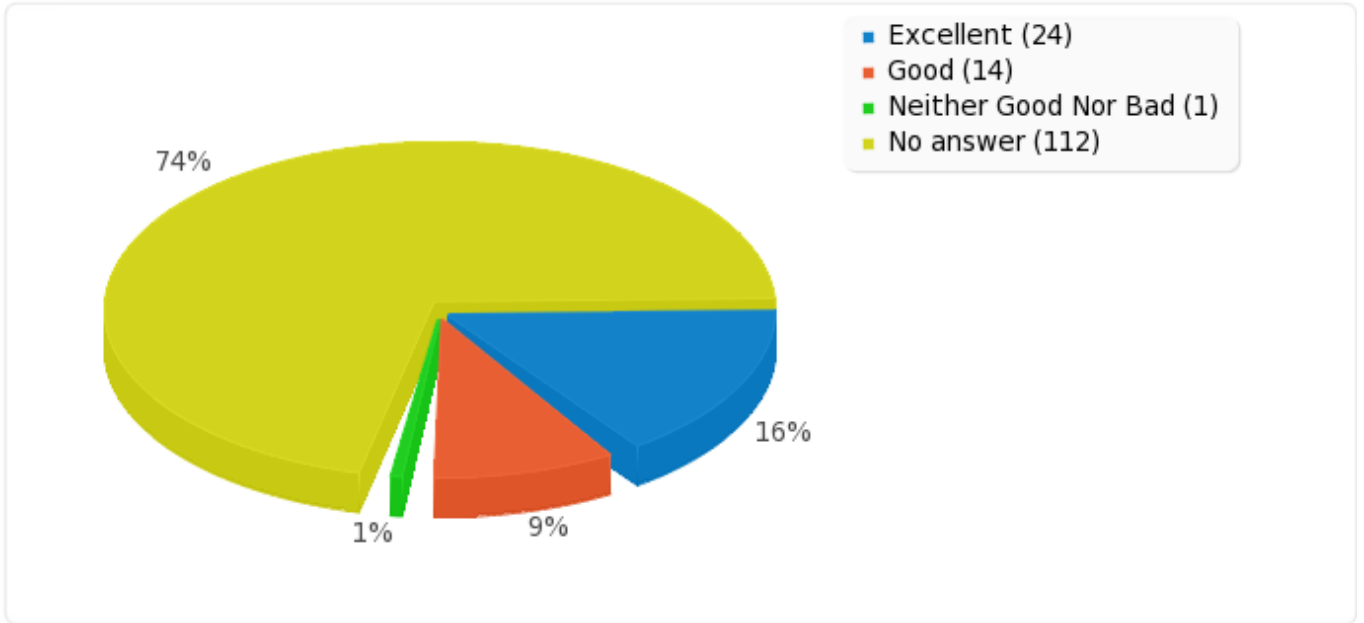
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Answer	Count	Percentage
Excellent (A1)	24	15.89%
Good (A2)	14	9.27%
Neither Good Nor Bad (A3)	1	0.66%
Poor (A4)	0	0.00%
Unsatisfactory (A5)	0	0.00%
No answer	112	74.17%



Field summary for Q1b

Q1b. If yes, how would you rate this service?





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Field summary for Q2a

Q2a. Have you used our on line service for ordering repeat prescriptions?

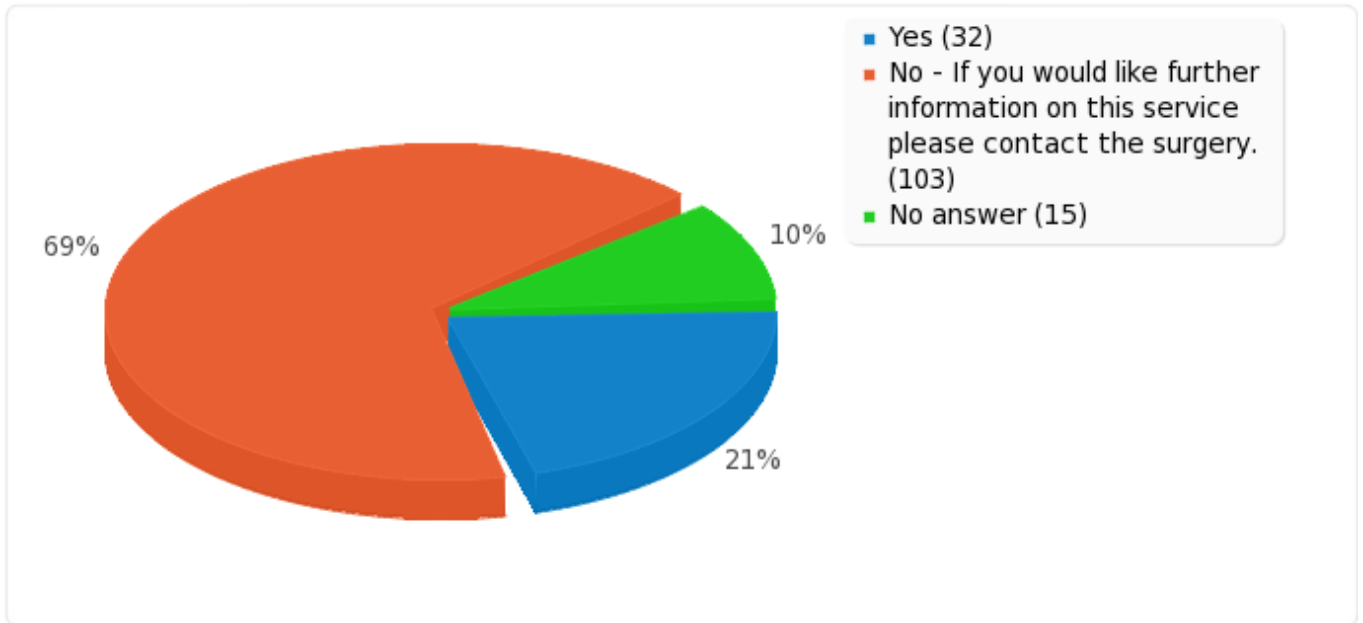
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Answer	Count	Percentage
Yes (A1)	32	21.33%
No - If you would like further information on this service please contact the surgery. (A2)	103	68.67%
No answer	15	10.00%



Field summary for Q2a

Q2a. Have you used our on line service for ordering repeat prescriptions?







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Field summary for Q2b

Q2b. If yes, how would you rate this service?

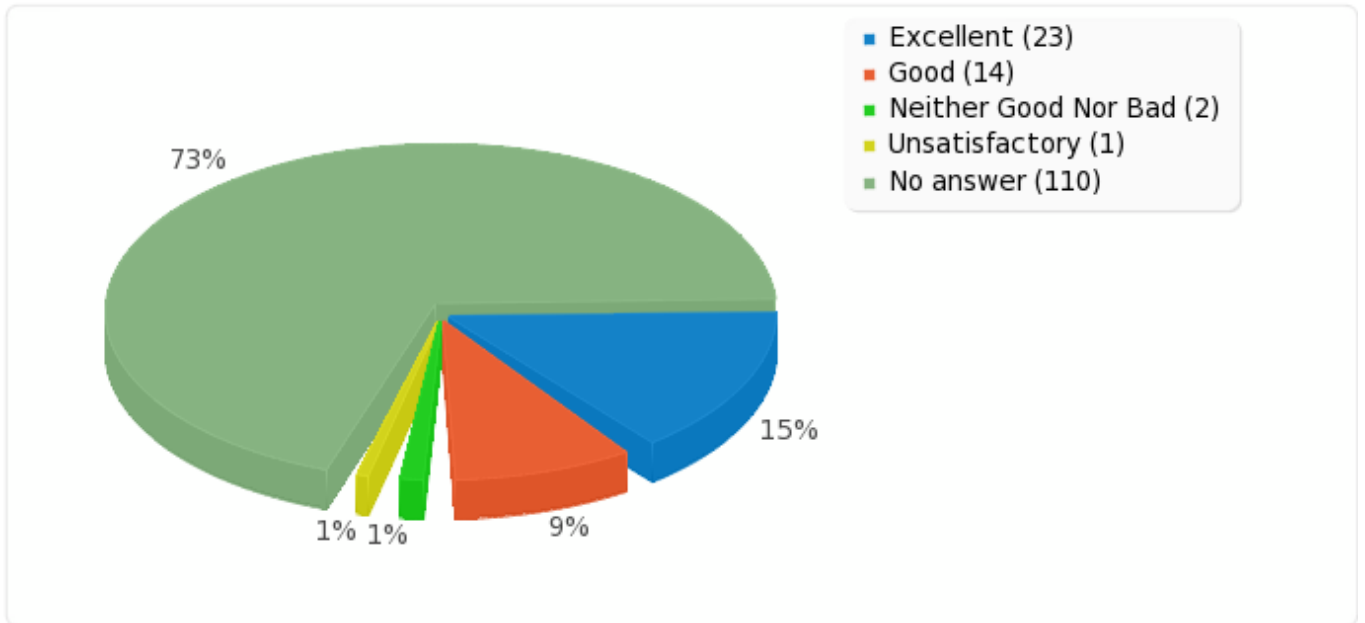
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Answer	Count	Percentage
Excellent (A1)	23	15.33%
Good (A2)	14	9.33%
Neither Good Nor Bad (A3)	2	1.33%
Poor (A4)	0	0.00%
Unsatisfactory (A5)	1	0.67%
No answer	110	73.33%



Field summary for Q2b

Q2b. If yes, how would you rate this service?





Field summary for Q3a

Q3a. How satisfied are you with the hours that we are currently open?

□ If fairly or very dissatisfied, please make any comments in the dialogue box on the right.

Answer	Count	Percentage
Very Satisfied (A1)	83	55.33%
Fairly Satisfied (A2)	48	32.00%
Neither Satisfied Nor Dissatisfied (A3)	8	5.33%
Fairly Dissatisfied (A4)	2	1.33%
Very Dissatisfied (A5)	0	0.00%
Comments	8	5.33%
No answer	9	6.00%

**Other Responses**

System seems very flexible.

What are they?

Open Sat & until 6pm is helpful

Would like more evening and weekend appointments.

You can never get an urgent bappointment on the same day!

Great to have the Saturday morning clinic. I guess slightly longer opening hours would be attractive but for me having the ability to book appointments in advance using the online service is key. It enables me to plan non-urgent treatment and having Saturday as an option is great.

a later evening would be useful

I believe that the appointment window should reflect the hours that people work and there should be at least one late evening to facilitate that. It is unrealistic to expect individuals to take time off work for appts., that may not be urgent, but are necessary (certainly in this tough/competitive economic climate).

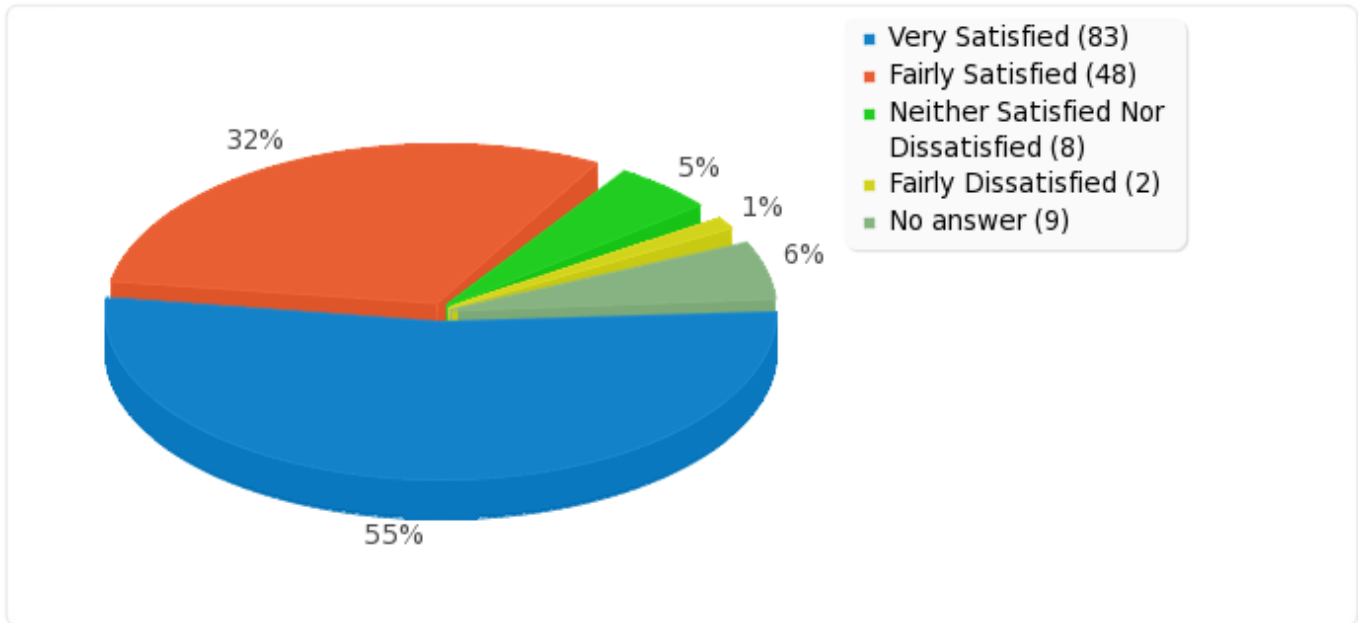


Field summary for Q3a

Q3a. How satisfied are you with the hours that we are currently open?

□ If fairly or very dissatisfied, please make any comments in the dialogue box on the right.

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Field summary for Q3b

Q3b. What type of appointment do you usually book?

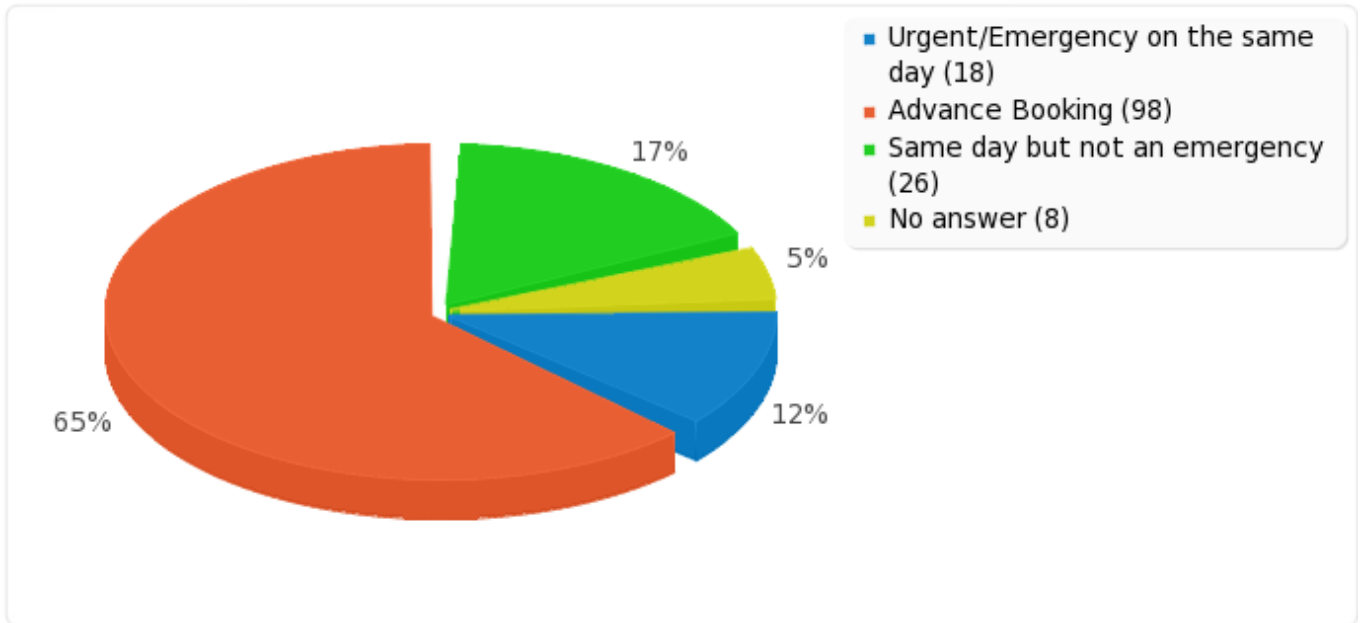
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Answer	Count	Percentage
Urgent/Emergency on the same day (A1)	18	12.00%
Advance Booking (A2)	98	65.33%
Same day but not an emergency (A3)	26	17.33%
No answer	8	5.33%



Field summary for Q3b

Q3b. What type of appointment do you usually book?





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Field summary for Q4

Q4. How do you rate this service?

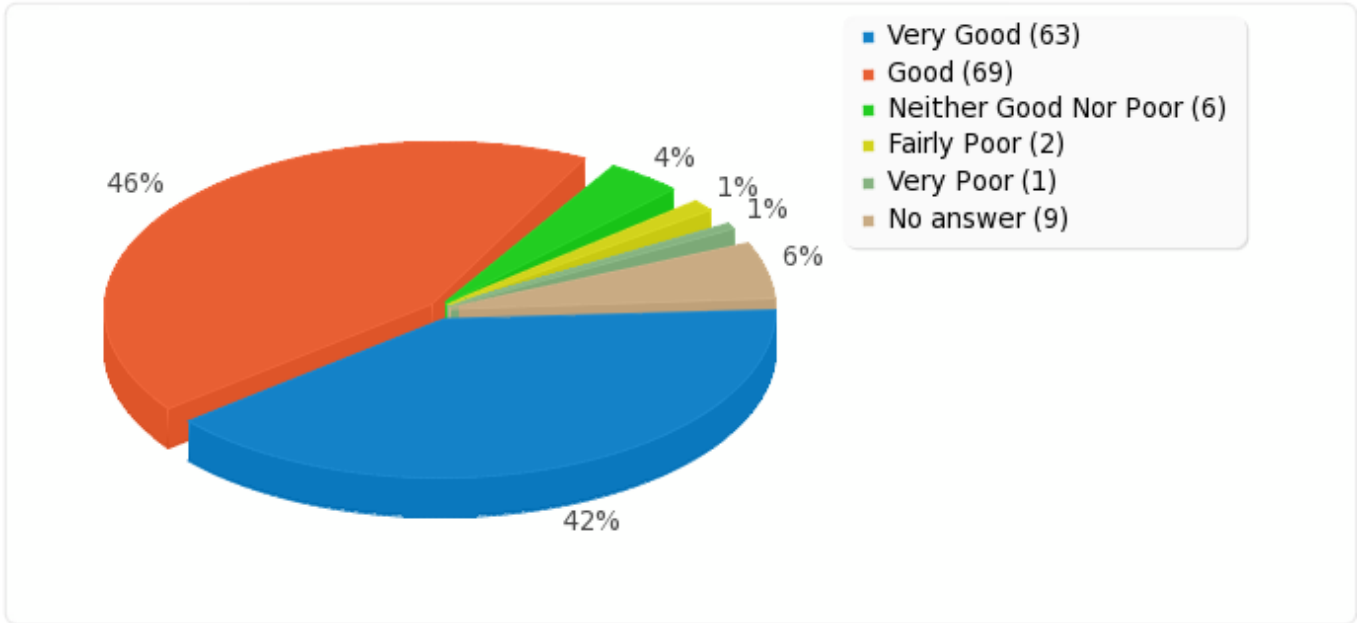
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Answer	Count	Percentage
Very Good (A1)	63	42.00%
Good (A2)	69	46.00%
Neither Good Nor Poor (A3)	6	4.00%
Fairly Poor (A4)	2	1.33%
Very Poor (A5)	1	0.67%
No answer	9	6.00%



Field summary for Q4

Q4. How do you rate this service?







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Field summary for Q5

Q5. Have you used the phlebotomy service at BCH?

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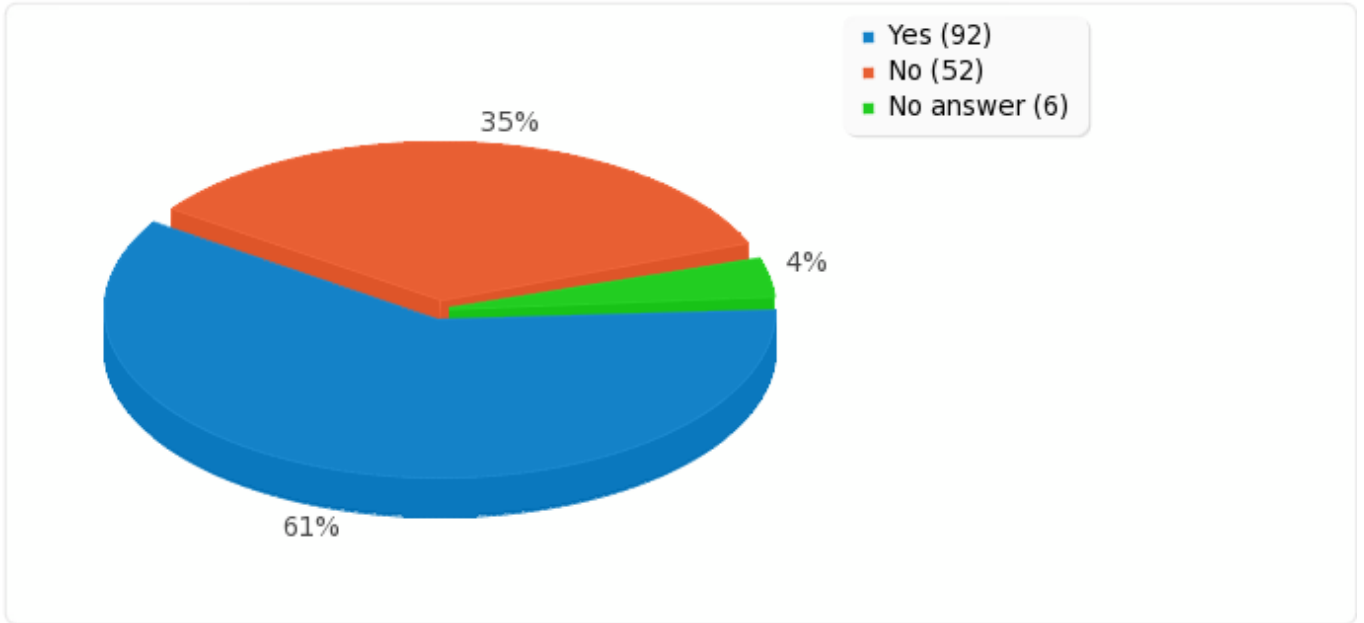
Answer	Count	Percentage
Yes (A1)	92	61.33%
No (A2)	52	34.67%
No answer	6	4.00%



Field summary for Q5

Q5. Have you used the phlebotomy service at BCH?

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Field summary for Q6

Q6. How long did you have to wait on the booking line?

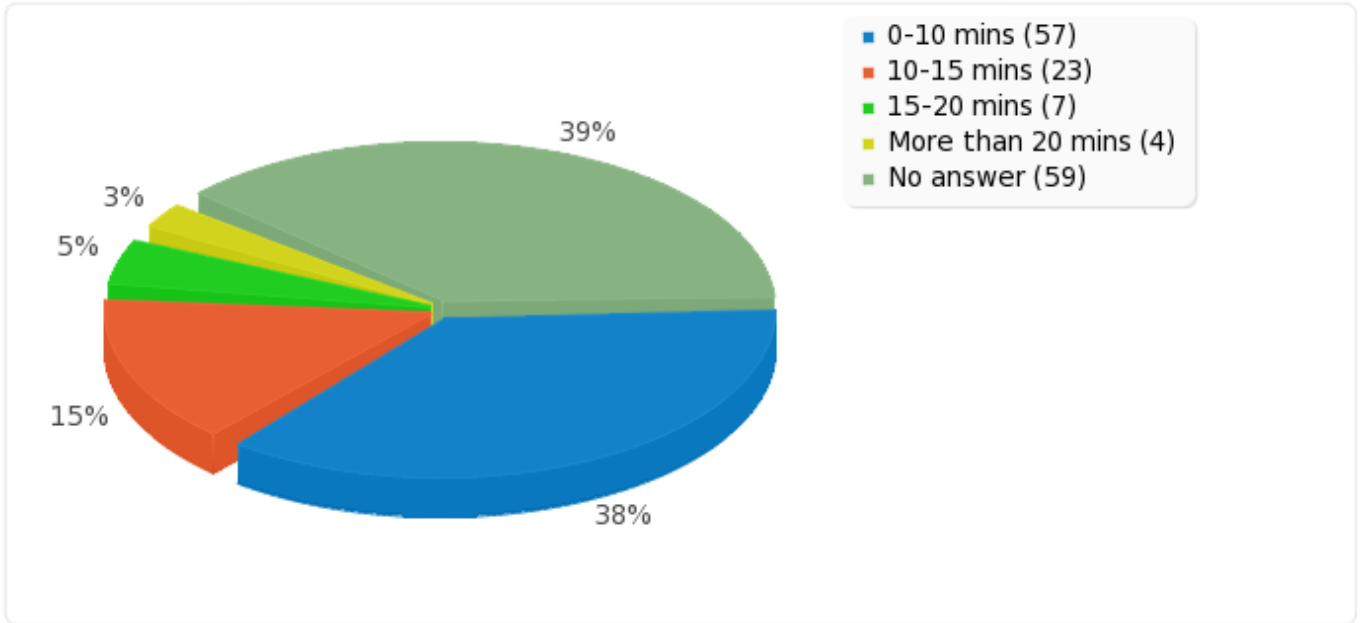
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Answer	Count	Percentage
0-10 mins (A1)	57	38.00%
10-15 mins (A2)	23	15.33%
15-20 mins (A3)	7	4.67%
More than 20 mins (A4)	4	2.67%
No answer	59	39.33%



Field summary for Q6

Q6. How long did you have to wait on the booking line?





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Field summary for Q7

Q7. How soon did they offer you an appointment?

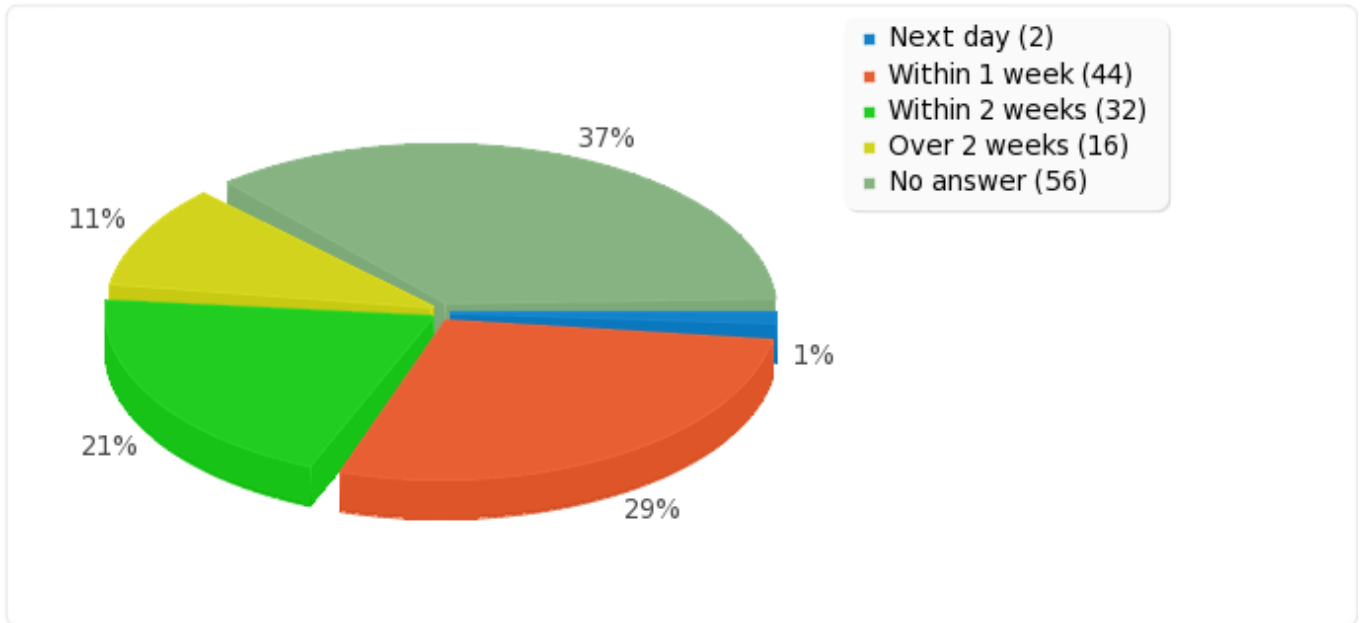
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Answer	Count	Percentage
Next day (A1)	2	1.33%
Within 1 week (A2)	44	29.33%
Within 2 weeks (A3)	32	21.33%
Over 2 weeks (A4)	16	10.67%
No answer	56	37.33%



Field summary for Q7

Q7. How soon did they offer you an appointment?





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Field summary for Q8

Q8. If you had a fasting blood test, was the time offered appropriate?

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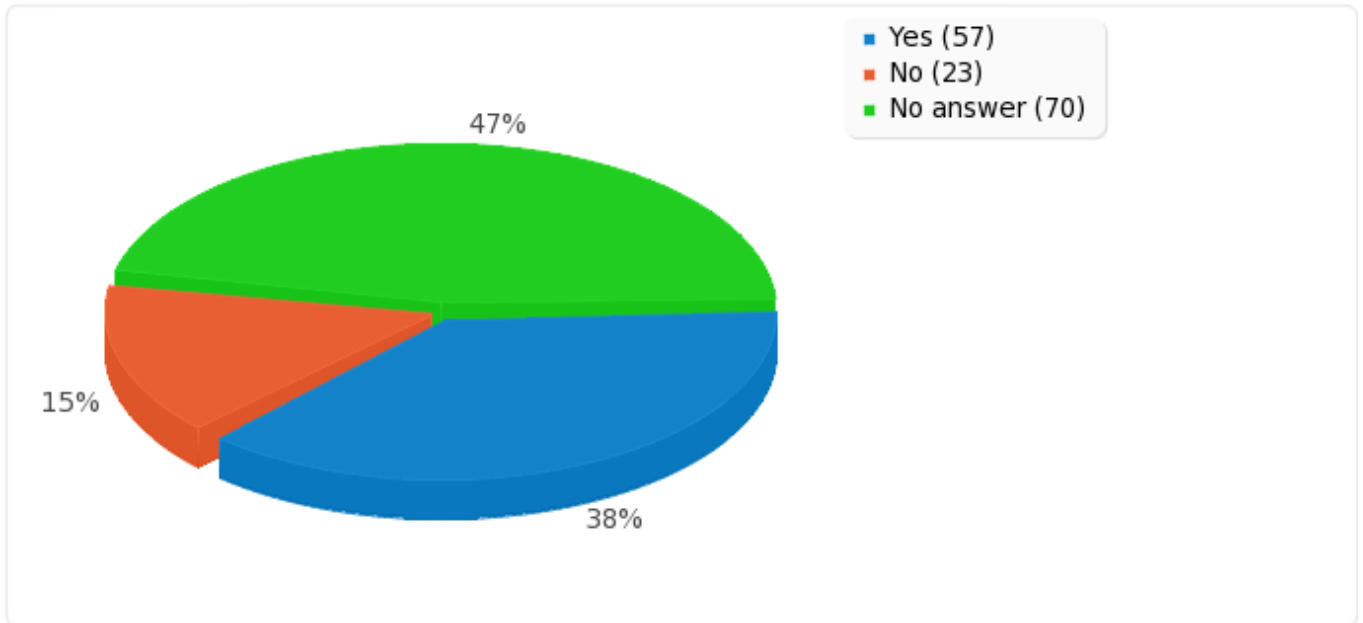
Answer	Count	Percentage
Yes (A1)	57	38.00%
No (A2)	23	15.33%
No answer	70	46.67%



Field summary for Q8

Q8. If you had a fasting blood test, was the time offered appropriate?

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## Field summary for Q9

Q9. Are you aware that you can also have your blood taken at the following places?

Queens Hospital 7.00am - 5.00pm (walk in)

Harold Wood Poly clinic 8.00am - 12 noon (walk in)

Orsett Hospital 8.00am - 3.45pm (walk in)

St Andrews Centre (Billericay) 8.00am - 11.00am (by appointment) 11.00am - 1.00pm (walk in)

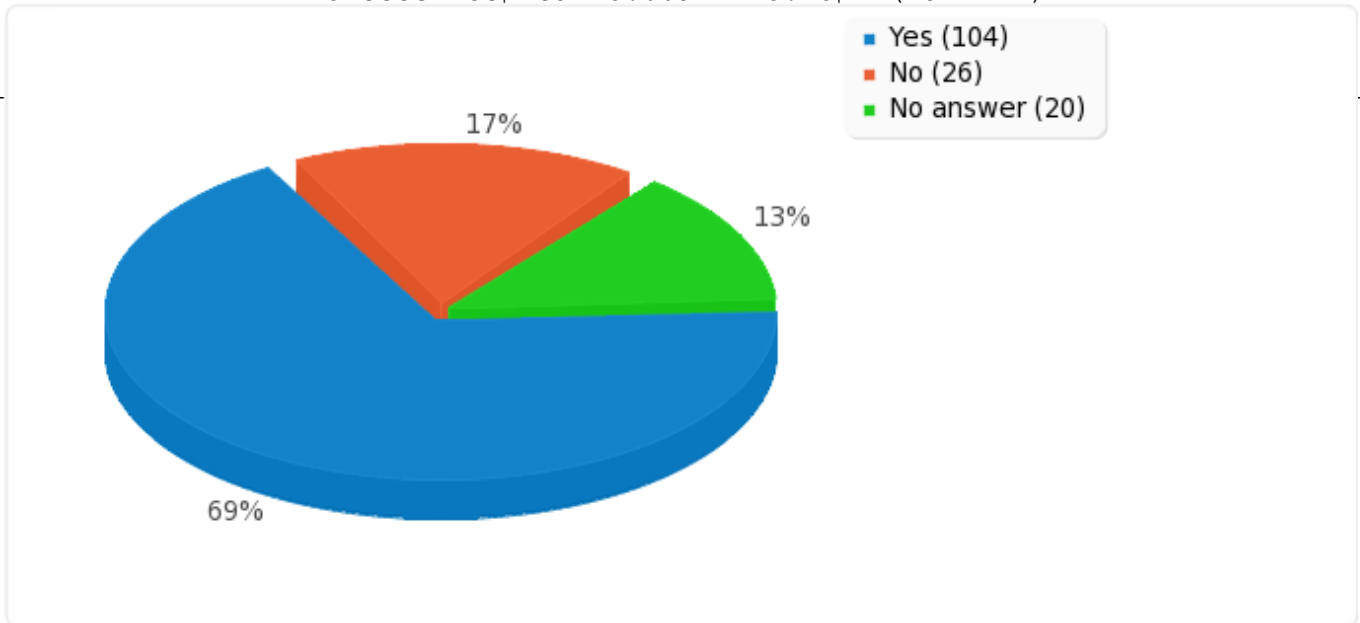
Answer	Count	Percentage
Yes (A1)	104	69.33%
No (A2)	26	17.33%
No answer	20	13.33%



Field summary for Q9

Q9. Are you aware that you can also have your blood taken at the following places?

- ▣ Queens Hospital 7.00am - 5.00pm (walk in)
- ▣ Harold Wood Poly clinic 8.00am - 12 noon (walk in)
- ▣ Orsett Hospital 8.00am - 3.45pm (walk in)





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Field summary for Q10

Q10. Would you attend one of these clinics in the future?

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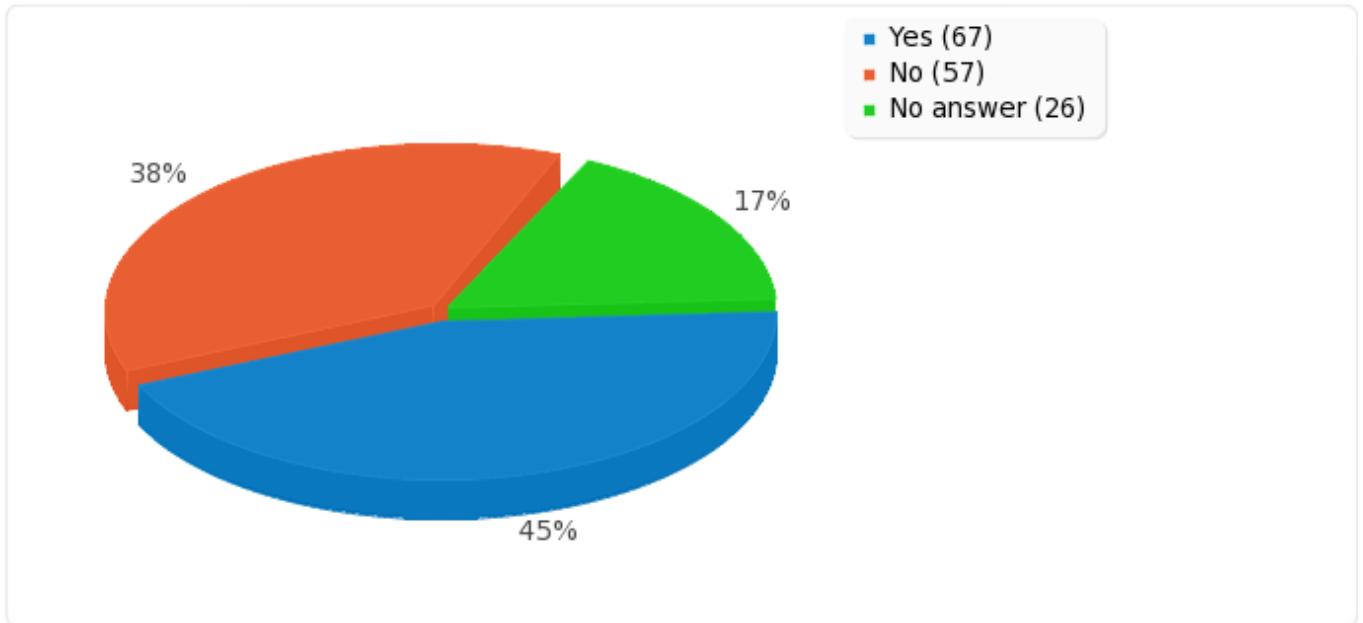
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	67	44.67%
No (A2)	57	38.00%
No answer	26	17.33%



Field summary for Q10

Q10. Would you attend one of these clinics in the future?

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Field summary for Q11

Q11. What is the reason for not going to one of these clinics?

Answer	Count	Percentage
Answer	36	63.16%
No answer	21	36.84%

**Responses**

- If it was an emergency I would. But would rather wait to be seen locally.
- Prefer to attend BCH because I would like to see this facility maintained and not closed in favour of the other clinics. However, if I wanted to obtain a quick result then I would not consider one of the other clinics.
- If we don't use Brentwood Community we will loose the facility.
- Distance
- Distance
- Journey
- Although this is a walk-in clinic the journey for some would prefer a nearer one.
- I find service at BCH sufficient for my needs
- Brentwood is more convenient
- Locality
- Wait is usuaally longer & out of my way
- BCH is much nearer for me
- prefer brentwood
- because I live near to the community hosp.
- Travel
- Community Hospital is nearest
- Difficult to get to!
- BCH is nearer.
- Brentwood Community is more convenient.
- Brentwood Community Hospital is local and offers a good service
- Too far
- Too far - would rather wait
- No need - test is annual
- distance/time involved
- Cannot get there
- Distance from Brentwood. Possible long wait at walk-in
- Despite having to wait two weeks for an appointment at BCH, when I got there I was in and out in less than 10 minutes. That's better than hanging around in Queens or Orsett for a couple of hours!
- I find they are too far and travelling not easy for me.



too far away

distance from home

not familiar to the place

Why would i travel when i live in shenfield

Too far and not on route to where i work in Chlemsford

too far away

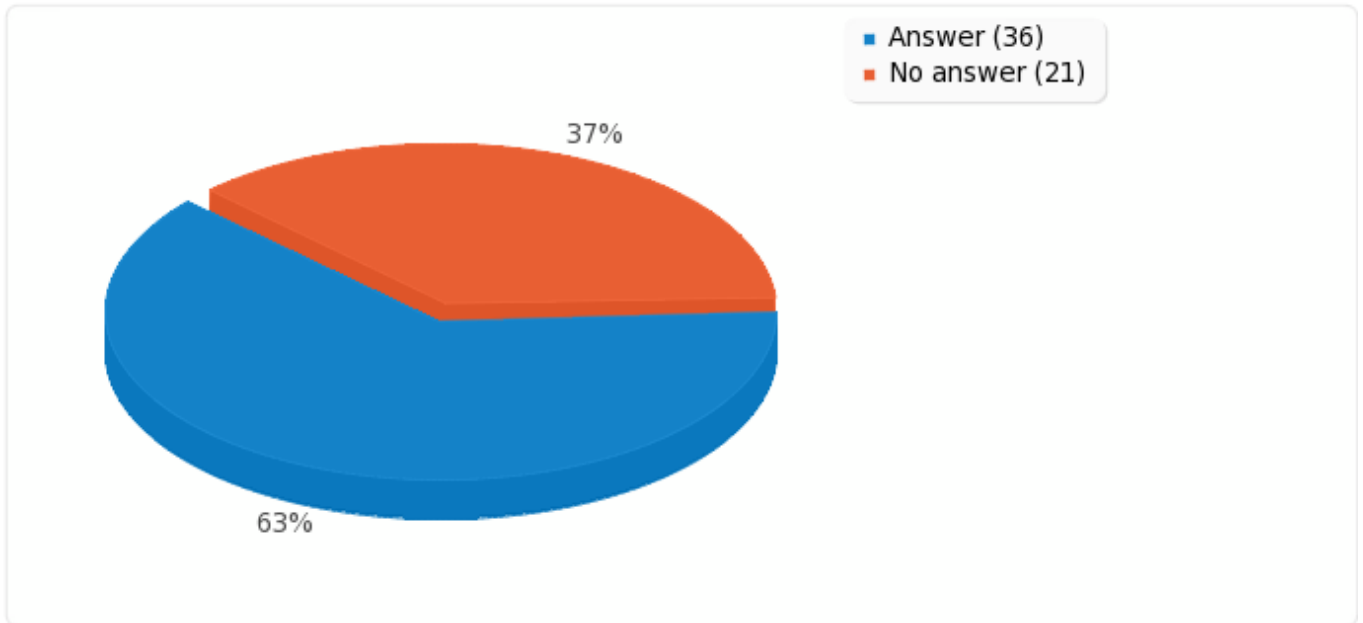
Because with a local community hospital - it would not make sense. Obviously, if it was urgent and the only option, we would do so. My husband (diabetic) required a fairly urgent blood test in the week before Christmas. No appointment was available at BCH and we chose to pay at the Nuffield for peace of mind, so we could get the result quickly. I understand this is not an option for everyone. Could there not be a 'drop-in' service and wait, as I am sure there is always a percentage who do not attend their appointment time?  
St Andrews very difficult



Field summary for Q11

Q11. What is the reason for not going to one of these clinics?

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Field summary for Q12

Q12. Have you used the x-ray service at BCH?

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Answer	Count	Percentage
Yes (A1)	62	41.33%
No (A2)	83	55.33%
No answer	5	3.33%

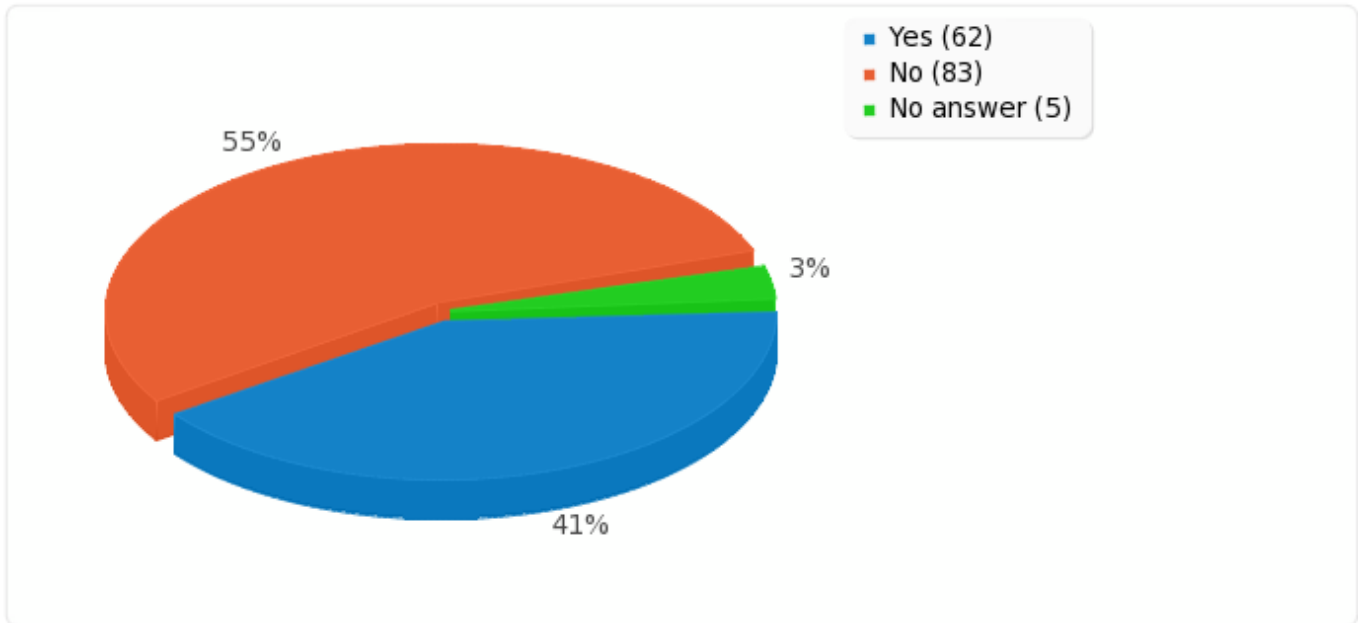




Field summary for Q12

Q12. Have you used the x-ray service at BCH?

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Field summary for Q13

Q13. How long did you have to wait on the booking line?

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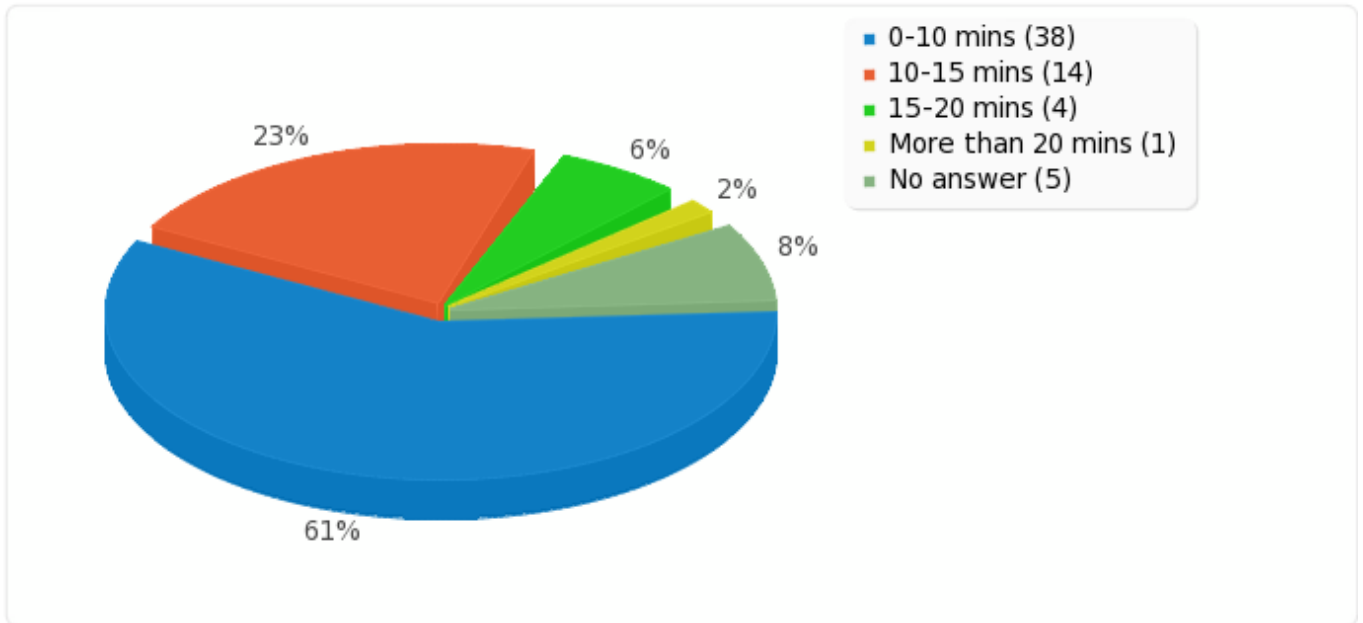
Answer	Count	Percentage
0-10 mins (A1)	38	61.29%
10-15 mins (A2)	14	22.58%
15-20 mins (A3)	4	6.45%
More than 20 mins (A4)	1	1.61%
No answer	5	8.06%



Field summary for Q13

Q13. How long did you have to wait on the booking line?

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Field summary for Q14

Q14. How soon did they offer you an appointment?

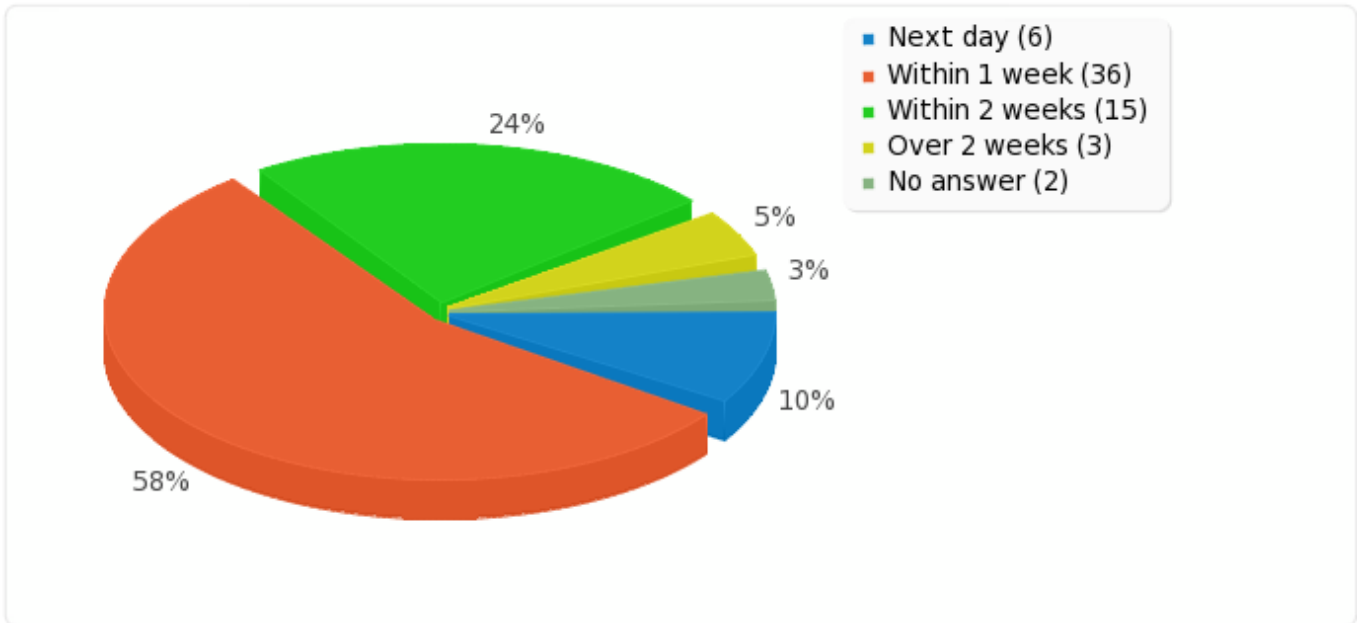
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Answer	Count	Percentage
Next day (A1)	6	9.68%
Within 1 week (A2)	36	58.06%
Within 2 weeks (A3)	15	24.19%
Over 2 weeks (A4)	3	4.84%
No answer	2	3.23%



Field summary for Q14

Q14. How soon did they offer you an appointment?





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Field summary for Q15

Q15. Have you used the physiotherapy service at BCH?

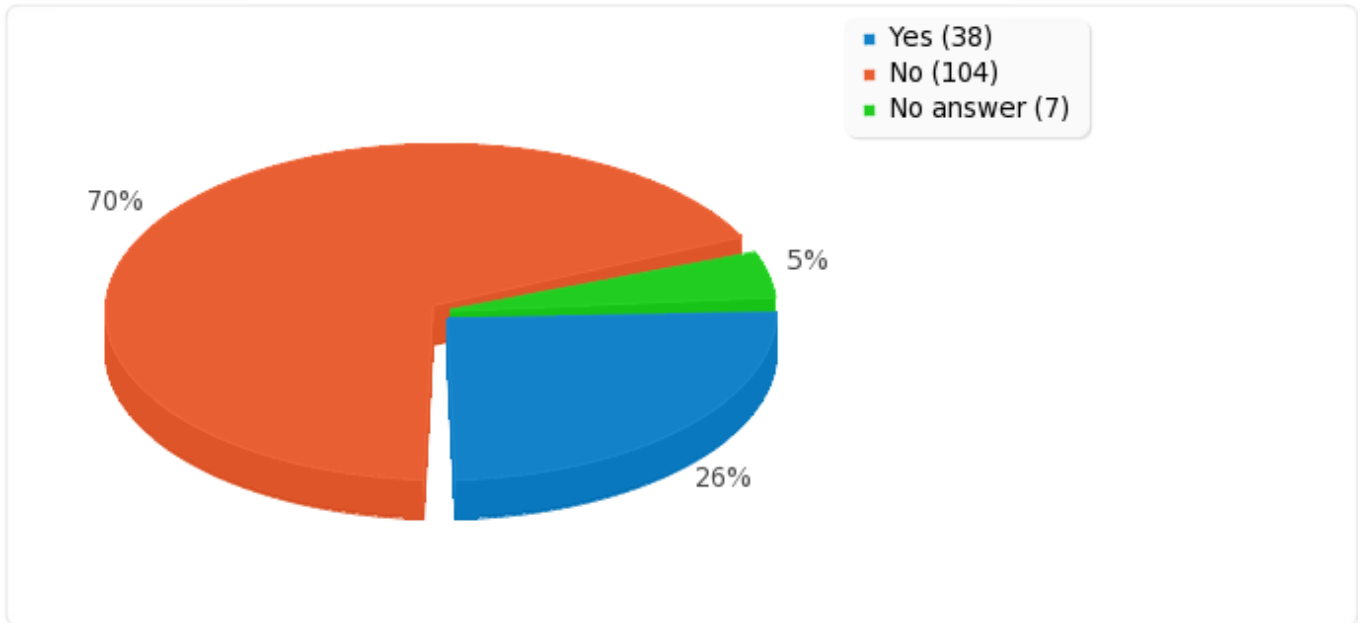
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<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	38	25.50%
No (A2)	104	69.80%
No answer	7	4.70%



Field summary for Q15

Q15. Have you used the physiotherapy service at BCH?





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Field summary for Q16

Q16. How long did you have to wait for the appointment to be booked?

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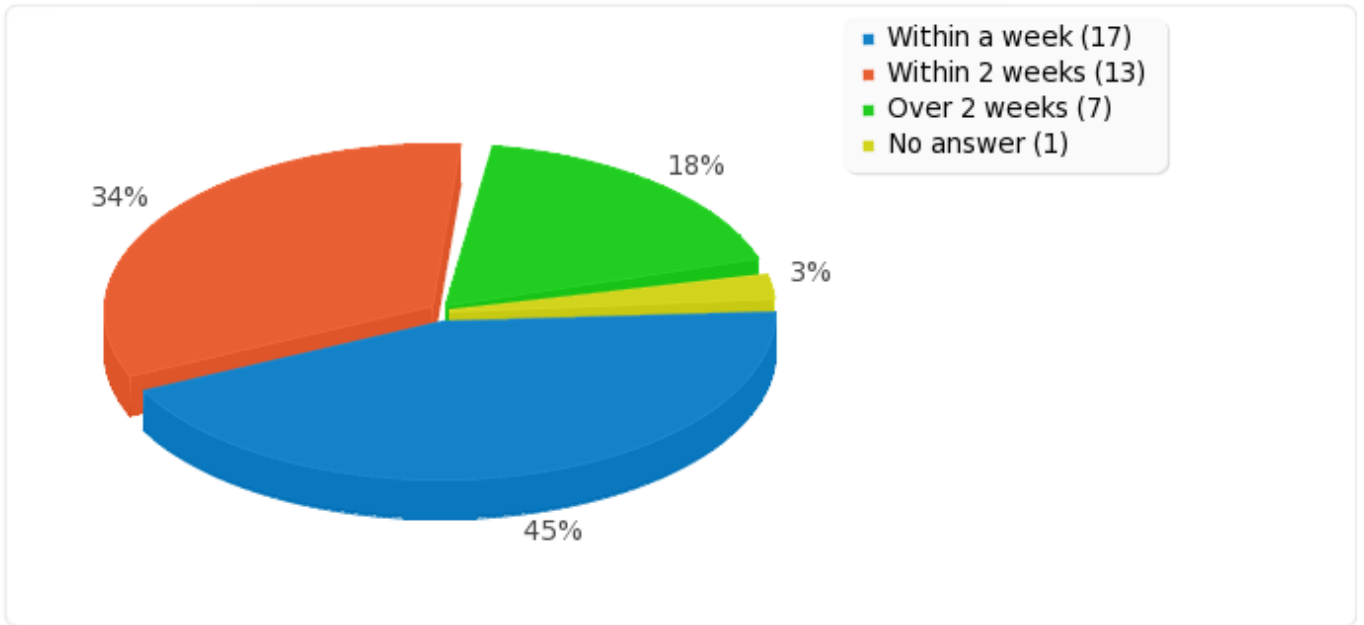
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
1 day (A1)	0	0.00%
Within a week (A2)	17	44.74%
Within 2 weeks (A3)	13	34.21%
Over 2 weeks (A4)	7	18.42%
No answer	1	2.63%





Field summary for Q16

Q16. How long did you have to wait for the appointment to be booked?





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Field summary for Q17

Q17. How long did you have to wait to commence your treatment?

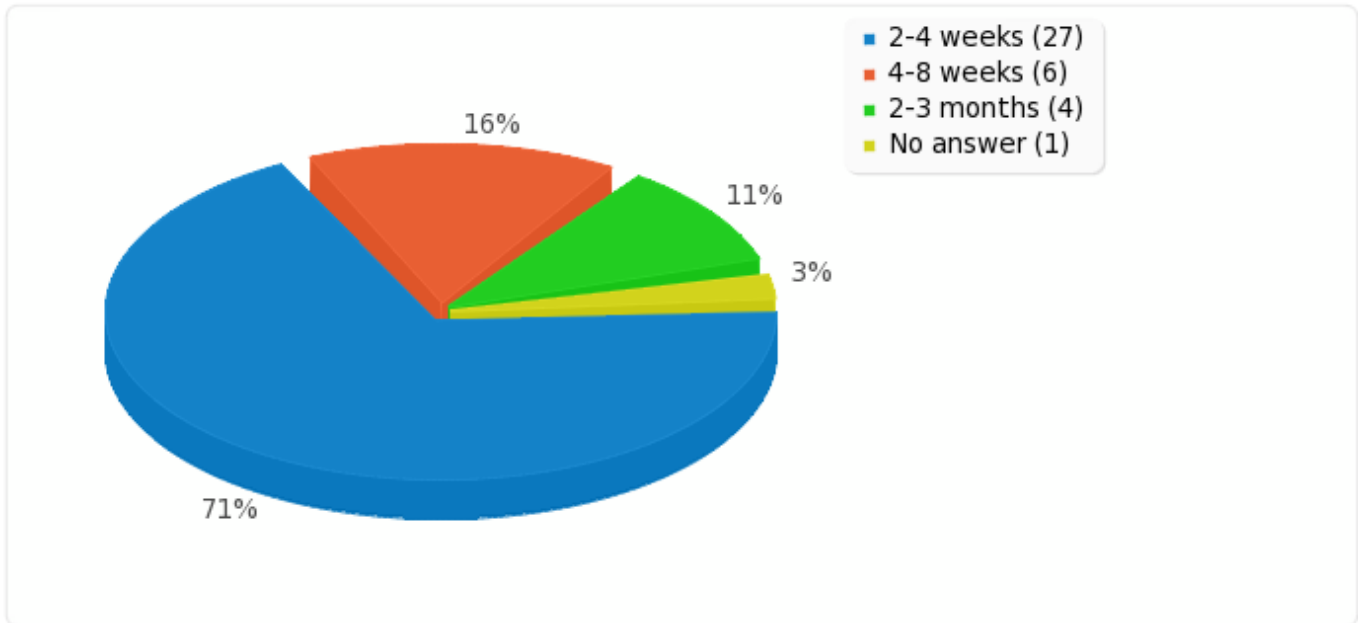
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Answer	Count	Percentage
2-4 weeks (A1)	27	71.05%
4-8 weeks (A2)	6	15.79%
2-3 months (A3)	4	10.53%
Over 3 months (A4)	0	0.00%
No answer	1	2.63%



Field summary for Q17

Q17. How long did you have to wait to commence your treatment?





Field summary for Q18

Q18. If you waited more than 2 months for your appointment, were your symptoms better, worse or the same by the time you were seen?

Please make any further comments in the box on the right.

Answer	Count	Percentage
Better (A1)	0	0.00%
Worse (A2)	4	10.53%
The same (A3)	6	15.79%
Comments	5	13.16%
No answer	28	73.68%

Other Responses

Physiotherapy at BCH is pointless. I was examined and given a list of exercises. Next appointment, other exercises were added plus a gym appointment. I do not see the purpose of the gym - it seemed to be for general fitness which I do not need. No follow up to ascertain whether there had been an improvement - there was none!! The physiotherapy service is unacceptable. Dr requested physio in July not received physio until NOVEMBER symptoms much worse. I found the whole process from acknowledgement of my referral to commencing treatment amazingly fast and timely. I didn't have to wait long

I feel physiotherapy treatments are too pre-prescribed ie you get set treatment for a set time to little is left to the physiotherapist discretion.

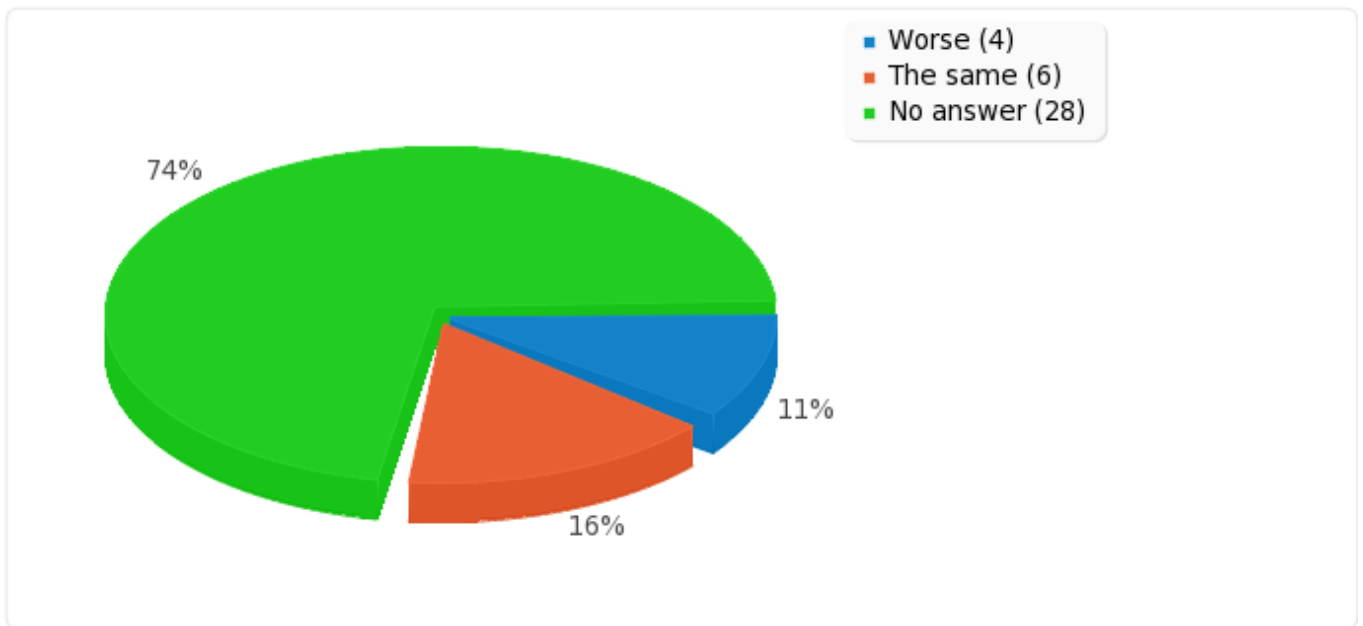


Field summary for Q18

Q18. If you waited more than 2 months for your appointment, were your symptoms better, worse or the same by the time you were seen?

□ Please make any further comments in the box on the right.

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Field summary for Q19

Q19. Have you attended A&E in the last year?

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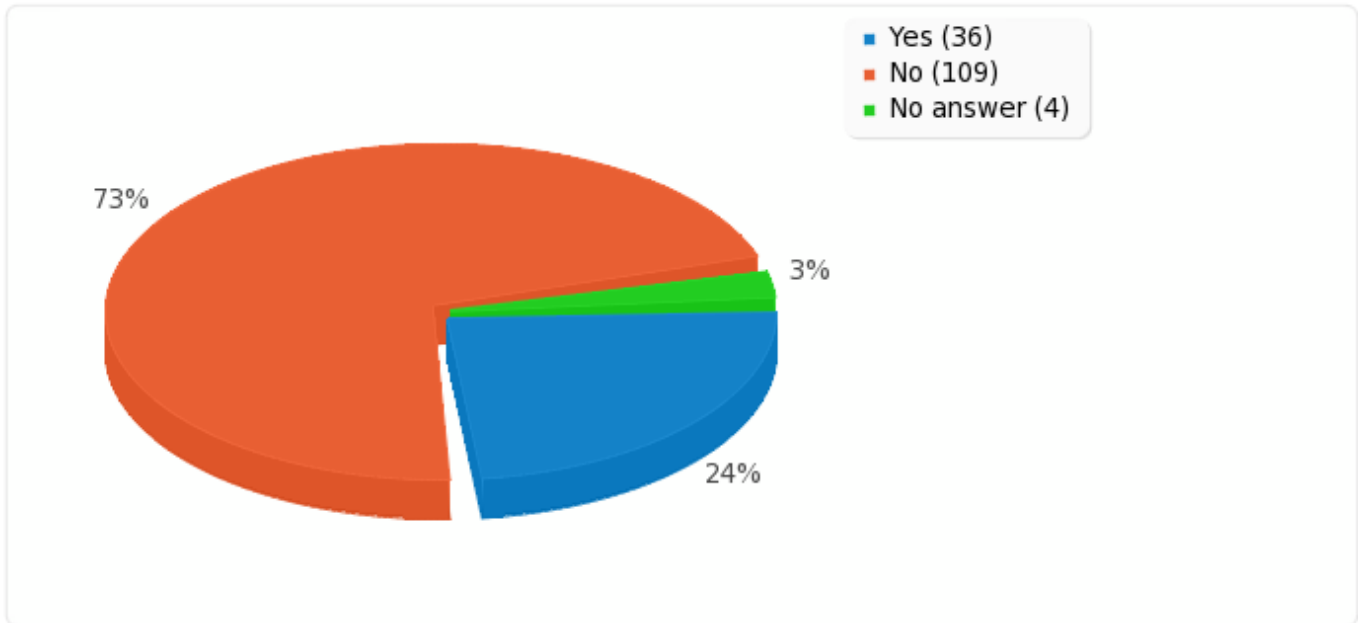
<b>Answer</b>	<b>Count</b>	<b>Percentage</b>
Yes (A1)	36	24.16%
No (A2)	109	73.15%
No answer	4	2.68%



Field summary for Q19

Q19. Have you attended A&E in the last year?

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Field summary for Q20

Q20. How long did you have to wait to be seen?

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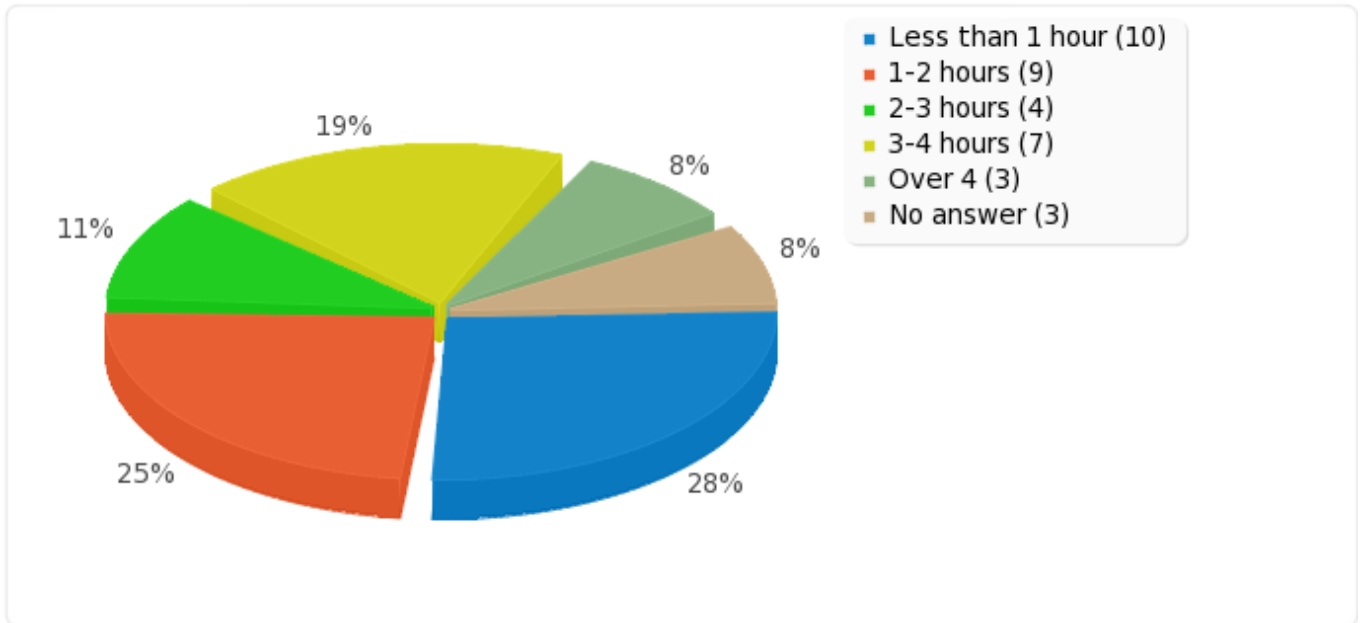
Answer	Count	Percentage
Less than 1 hour (A1)	10	27.78%
1-2 hours (A2)	9	25.00%
2-3 hours (A3)	4	11.11%
3-4 hours (A4)	7	19.44%
Over 4 (A5)	3	8.33%
No answer	3	8.33%





Field summary for Q20

Q20. How long did you have to wait to be seen?





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Field summary for Q21

Q21. Which Hospital did you attend?

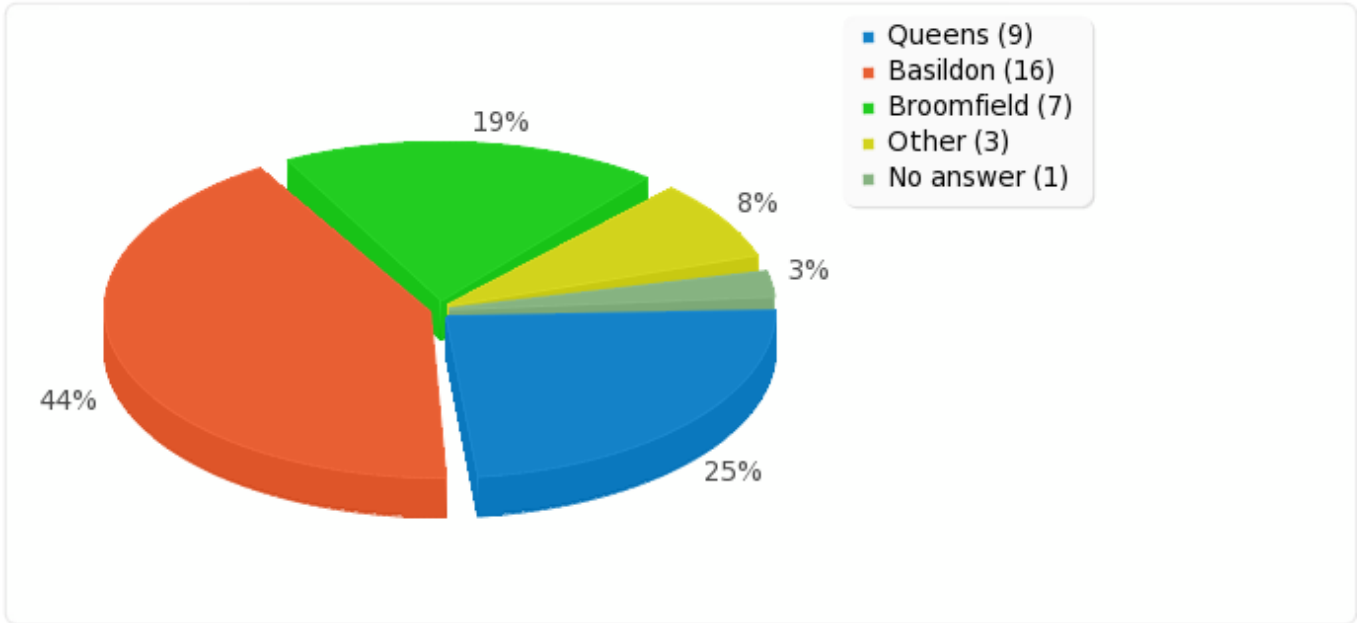
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Answer	Count	Percentage
Queens (A1)	9	25.00%
Basildon (A2)	16	44.44%
Broomfield (A3)	7	19.44%
Other (A4)	3	8.33%
No answer	1	2.78%



Field summary for Q21

Q21. Which Hospital did you attend?





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Field summary for Q22

Q22. Did you feel that your medical problem could have been resolved by seeing a GP rather than going to A&E?

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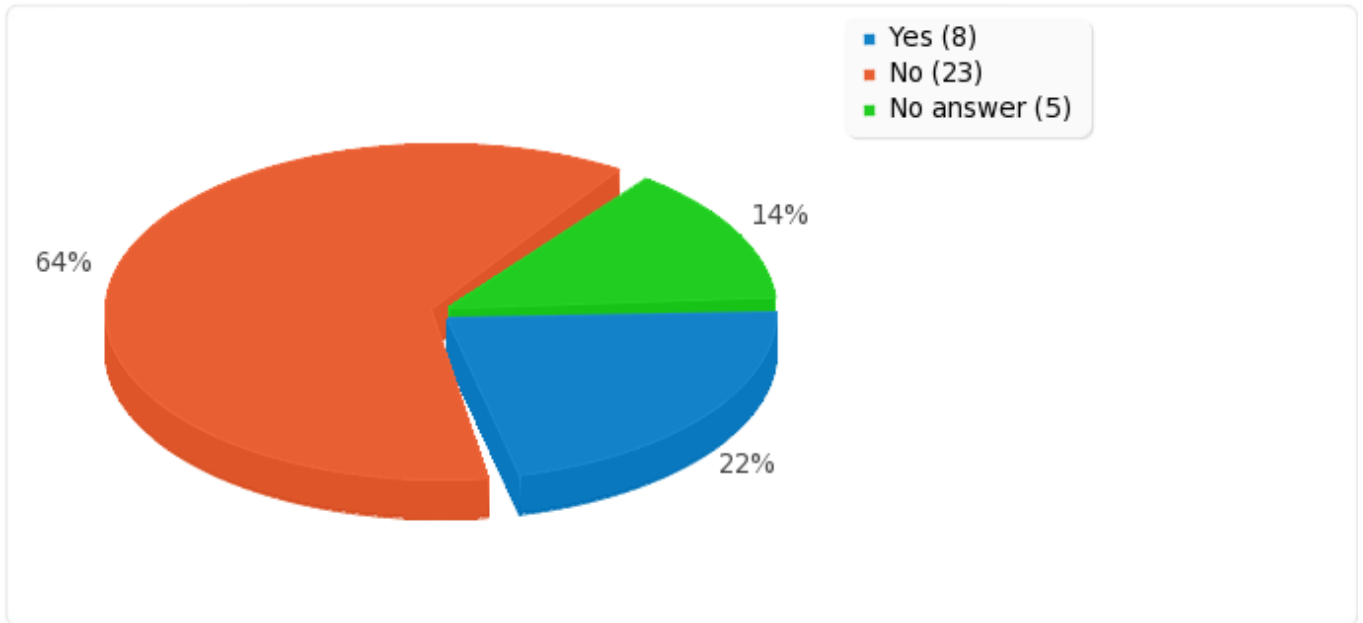
Answer	Count	Percentage
Yes (A1)	8	22.22%
No (A2)	23	63.89%
No answer	5	13.89%



Field summary for Q22

Q22. Did you feel that your medical problem could have been resolved by seeing a GP rather than going to A&E?

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Field summary for Q23

Q23. What is the reason for not going to see your own GP or contacting 111 (the Out of Hours service line)?

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Answer	Count	Percentage
Answer	3	37.50%
No answer	5	62.50%

**Responses**

Illness occurred over Christmas holidays

We have had very poor experiences of the out of hours GP service at Basildon Hospital and do not wish to use it. Was better at BCH

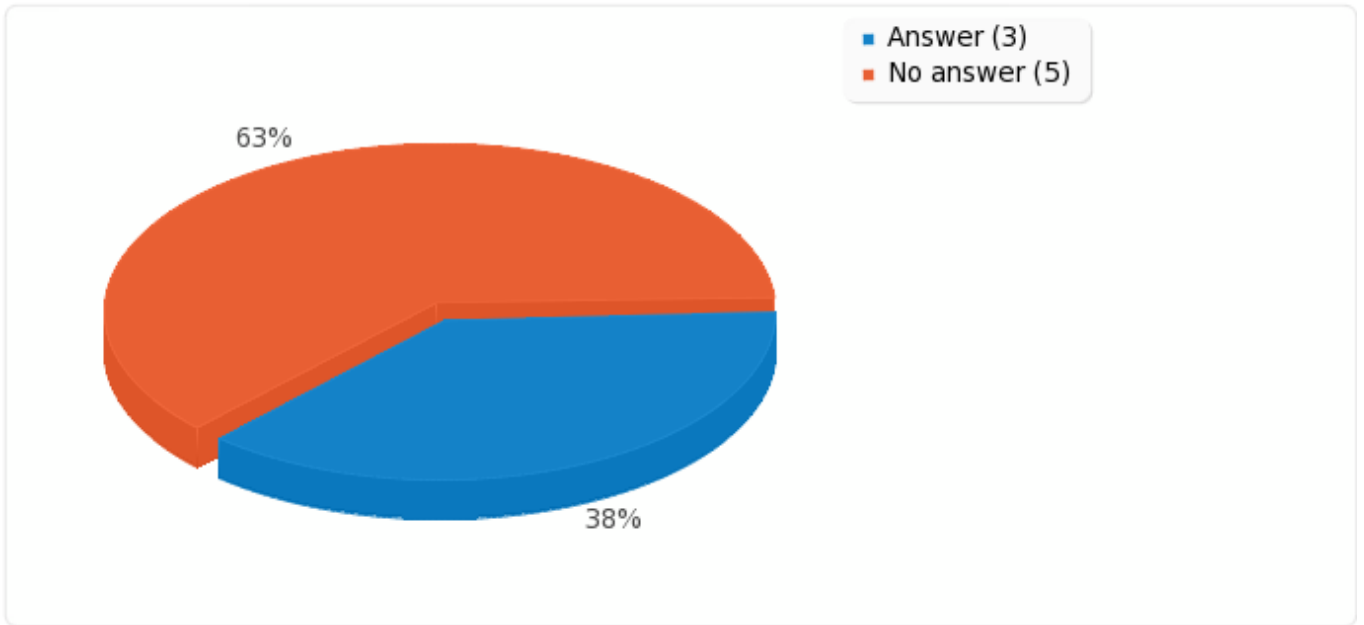
Told to go to A & E



Field summary for Q23

Q23. What is the reason for not going to see your own GP or contacting 111 (the Out of Hours service line)?

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Field summary for Q24

Q24. Are you Male or Female?

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Answer	Count	Percentage
Male (A1)	59	39.60%
Female (A2)	89	59.73%
No answer	1	0.67%

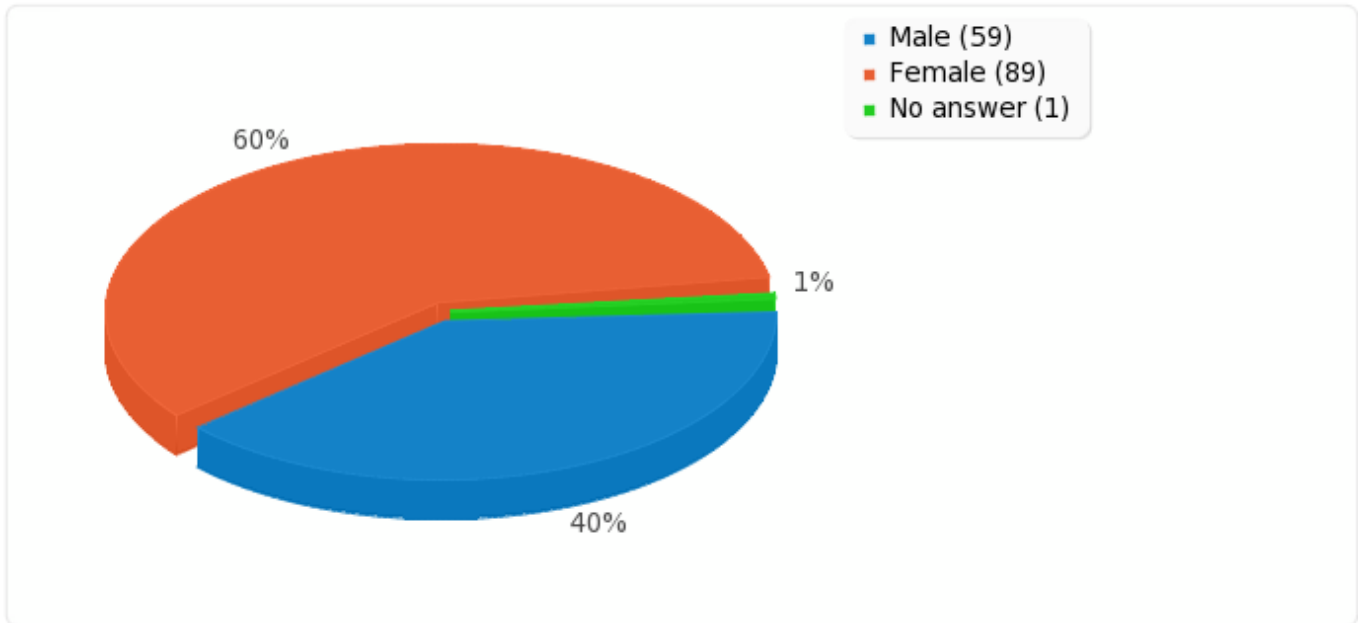




Field summary for Q24

Q24. Are you Male or Female?

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Field summary for Q25

Q25. Which age category do you fit in?

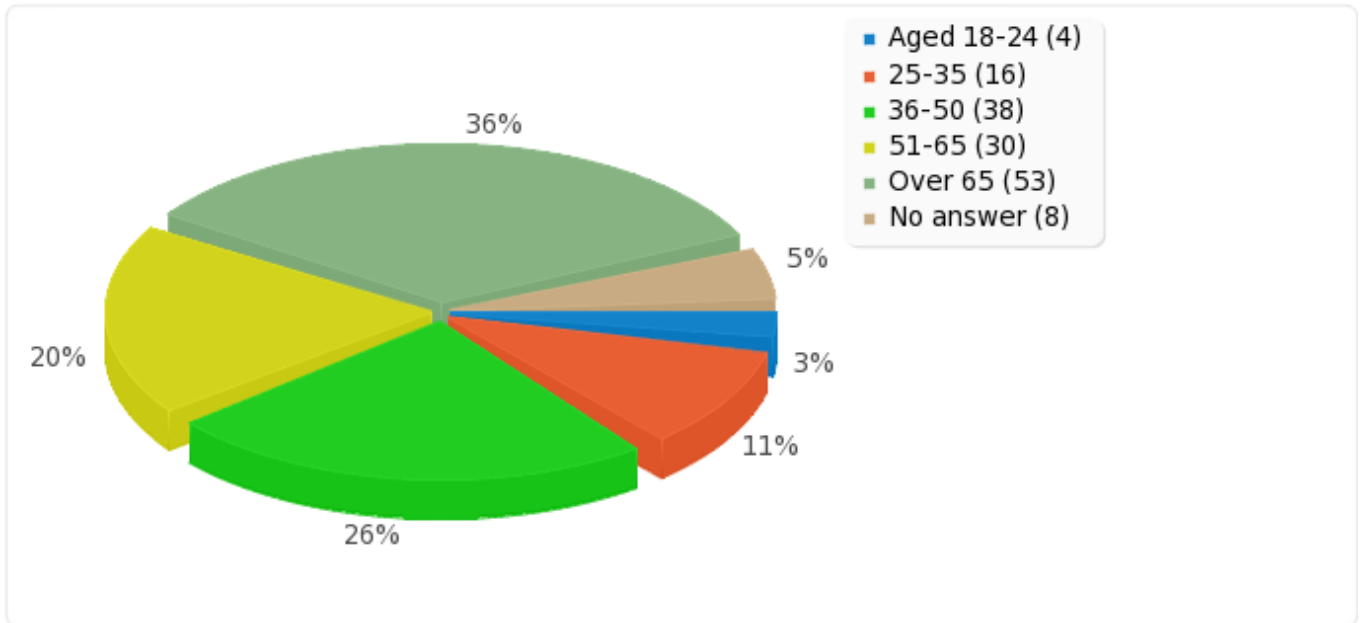
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Answer	Count	Percentage
Aged 18-24 (A1)	4	2.68%
25-35 (A2)	16	10.74%
36-50 (A3)	38	25.50%
51-65 (A4)	30	20.13%
Over 65 (A5)	53	35.57%
No answer	8	5.37%



Field summary for Q25

Q25. Which age category do you fit in?





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Field summary for Q26

Q26.What is your ethnic group?

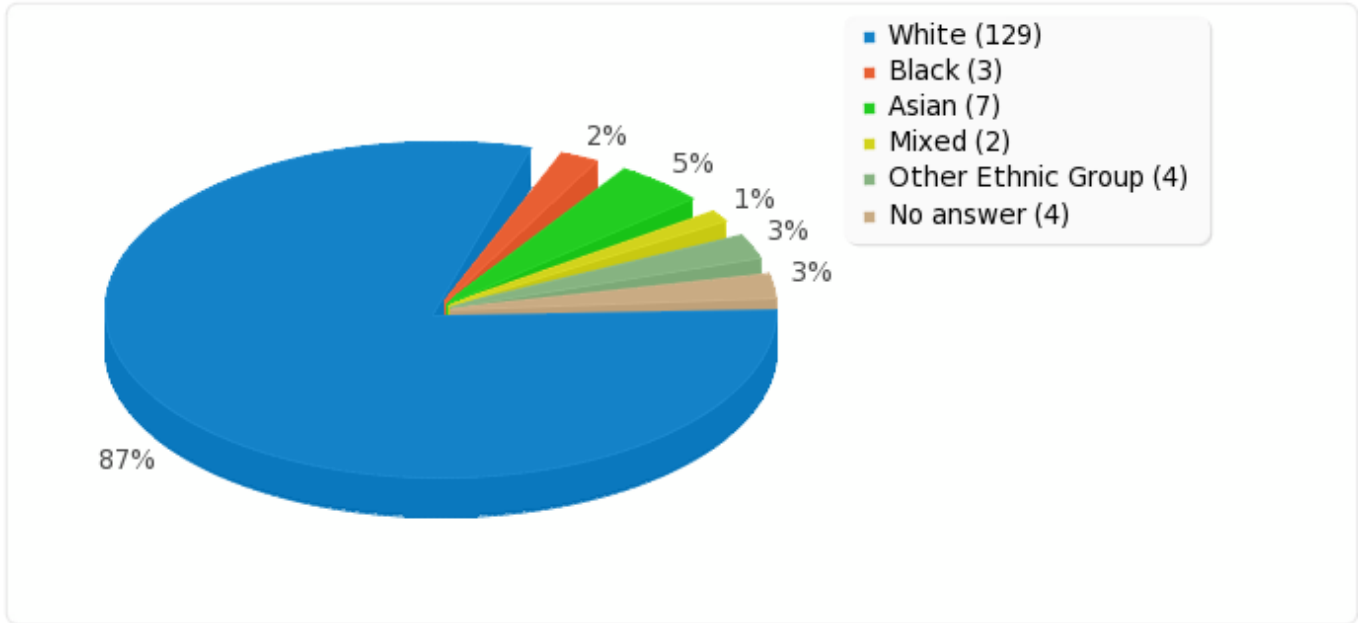
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Answer	Count	Percentage
White (A1)	129	86.58%
Black (A2)	3	2.01%
Asian (A3)	7	4.70%
Mixed (A4)	2	1.34%
Other Ethnic Group (A5)	4	2.68%
No answer	4	2.68%



Field summary for Q26

Q26.What is your ethnic group?





Field summary for Q27

Q27. Please use the box below to comment on any issues where you feel services could be improved in the surgery or at Brentwood Community Hospital.

Answer	Count	Percentage
Answer	42	28.19%
No answer	107	71.81%

Responses

Whilst it would be good to see more minor procedures carried out at the surgery, I would think that there is insufficient space for this. With regard to BCH I believe at one time there was talk of carrying out eye ops such as cataract removals but not sure if this has ever become a reality. It would be good if BCH could become a minor injuries centre.

The telephone appointment system for bloodtests is dreadful. The only way I can ever get through is to ring at 2 minutes to 3pm when suddenly all the queues vanish and the phone is answered immediately. Even so the length of time to wait for a fasting blood test is two to three weeks for a test at about 11.45 which is a long time to fast!

Have not experienced any problems either at the surgery or BCH and am sure as long as the system does not become overloaded, it will continue to be most satisfactory.

On the whole, very friendly and efficient - love Dr A!!

Fairly happy with service from Surgery and usually staff are very pleasant and have had no problems with appointments. In fact I was fitted in same day on last occasion I needed to see a doctor. Would be interested in booking appointments online and ordering prescriptions online also so will pop in to surgery to find out about it.

I am very satisfied with the quality of service I receive from the reception staff, GPs and nurses. Thank you.

Kash Pandya

Consider doing blood tests in the surgery. They would still need to be sent for assessment and the results returned. Far less inconvenience all round to an anxious patient waiting for the details.

Physio as previously noted.

It took a long time to get through to the blood test place and I tried several times. But when I went there it was a good service. Podiatry service run via BCH is very slow to react and slow to remedy problem.

Question 3b ticked in both Urgent/Emergency on same day and Advance Booking

Question 14 words added "Same day" and ticked

Question 23 not shown on on-line survey answered "Heart attack, so called 999"

Question 20 has comment added "treatment ran over 6 hrs without being seen for 3 hrs @ a time!"

Question 21 has comment added "King's College"

Question 23 not shown in online survey has comment "Diff area, 1 am and pain was horrendous"



Question 23 not shown on online survey comment added "Appointments for my daughter who uses NHS crisis team when necessary"

Question 27 Comment "On-line services seem like a good improvement, now that I know about them"

The waiting time to ring for blood testing appointments is always lengthy. and on a couple of occasions in the past I have been unable to get an appointment to suit me, and have gone to the poly clinic.

Also quite often no early appointments available for fasting blood tests either.

I mostly attempt to book at BCH as it is convenient for me, however, once in the system, I find it excellent at BCH.

Question 23 not shown on on-line survey comment added "needed stitches"

Don't come to Drs often

The surgery is one of the best I have ever been to Thank you

Q 22 ATTENDED CASUALTY BECAUSE NO APPOINTMENT AVAILABLE FOR CHILD SO OUT OF HOURS REQUIRED BASILDON.

Would it be possible to have a different music channel on the radio - classic FM or ???

Out of hours doctor every night at BCH

Re Question 23 - Reason for not going to see your own GP or contacting 111 (Out of Hours service Line0 - Away on short break Midwife after care at BCH is awful. Needs improving on every level.

A later time for appointments would be helpful

I am very happy with the surgery

Surgery appointment lengths of 10 mins can be a bit tight, 15 mins would be better

A great out of hours/emergency local service at BCH. Phlebotomy : Used to be much easier to get an appointment for blood but now very difficult. We prefer to use BCH if it is possible.

R C Surgery provides an excellent and caring service.

Could we suggest to create awareness of MND there are leaflets available in the waiting area.

BCH - Car Park!!

Saturday longer hours

Sometimes an emergency appointment on a Saturday would be helpful

The tiny seating area at the top of the stairs for Dr Mead and the nurse is awful, particularly if people are in and out of the offices etc. I thought the phlebotomy services at BCH were excellent despite having a two week wait, more appointment slots would be great.

Make it easier to make an appointment on Saturday

How about booking nurse appointments online?

surgery is great! Don't change a thing!

On the whole I am very pleased with the treatment I receive and especially so in view of the convenience of having Brentwood community Hosp so accessible

Brentwood community hospital services are far too slow. I am attending by appointment. Even though I have attended consultant clinics who have sent me to have blood test and x rays on the spot and the departments. (bloods/x rays) have been almost or actually empty.



Later appointments time.

Earlier or later appointments

i have no problem with the surgery or treatment received. the only problem with the community hospital is the parking. No matter wht time you visit parking is always a problem.

some appointments at lunchtime for people who work

I have answered this survey on behalf of myself and my husband(who has needed these services more regularly than I).

it would be good to see the same Dr if possible





Field summary for Q27

Q27. Please use the box below to comment on any issues where you feel services could be improved in the surgery or at Brentwood Community Hospital.

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