

Patient Survey Q1 2014

Total survey 58

	Response count	Response %
1. When did you last see a Doctor at the Surgery?		
In the past 3 months	38	66
Between 3 and 6 months	14	24
More than 6 months ago	6	10
I have never been seen at surgery	0	0

2. Which of the following methods would you prefer to use to book an appointment at the Surgery?

In person	11	19
By phone	30	52
By fax	0	0
Online	15	26
No preference	2	3

3. In the past 6 monthshow easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	
Getting through on the phone	4	4	20	19	10	2	Response count
	7	7	34	33	17	3	Response %
Speaking to a Doctor on the phone	22	20	7	1	2	6	Response count
	38	34	12	2	3	10	Response %
Speaking to a Nurse on the phone	30	12	11	0	1	5	Response count
	52	21	19	0	2	9	Response %
Obtaining test results by phone	20	22	10	0	2	5	Response count
	34	38	17	0	3	9	Response %

	Response count	Response %
4. Think about the last time you tried to see a Doctor fairly quickly. Were you able to see a Doctor on the same day or in the next two working days that the Surgery was open?		
Yes	31	53
No	16	28
Can't remember	11	19

5. If you weren't able to be seen during the next two working days the Surgery was open why was that?

There weren't any appointments	18	42
Times offered didn't suit	3	7
Appointment was with a Doctor I didn't want to see	3	7
A Nurse was free but I wanted to see a Doctor	0	0
Another reason	2	5
Can't remember	17	40

6. Last time you tried, were you able to get an appointment with a Doctor more than two working days in advance?

Yes	28	48
No	18	31
Can't remember	10	17
Skipped question	2	3

7. How Clean is the Surgery?

Very clean	37	64
Fairly clean	15	26
Not very clean	3	5
Not at all clean	1	2
Don't know	2	3

8. In the reception area, can other patients overhear what you say to the receptionist?

Yes but don't mind	35	60
Yes and I am not happy with it	17	29
No, other patients can't overhear	3	5
Don't know	3	5

9. How helpful are the receptionists at the Surgery?

Very	37	64
Fairly	20	34
Not very	1	2

Not at all 0 0

10. How do you feel about how long you have to wait?

I don't normally have to wait long 39 67
 I have to wait a bit too long 14 24
 I have to wait far too long 3 5
 No opinion/dosen't apply 2 3

11. How often do you see the Doctor you prefer to see at the Surgery?

Always or most of the time 18 31
 A lot of the time 12 21
 Some of the time 17 29
 Never or almost never 8 14
 Not tried at this surgery 3 5

12. The last time you saw a Doctor at the Surgery how good was that Doctor at each of the following?

	Very good	Good	Neither good or bad	Poor	Very Poor	Doesn't Apply	
Giving you enough time	33	16	6	1	0	1	Response count
	57	28	10	2	0	2	Response %
Asking about your symptoms	30	20	5	1	0	1	Response count
	52	34	9	2	0	2	Response %
Listening	29	21	1	2	0	1	Response count
	50	36	2	3	0	2	Response %
Explaining tests and treatments	26	22	3	1	2	2	Response count
	45	38	5	2	3	3	Response %
Involving you in decisions about your care	27	20	2	4	1	3	Response count
	47	34	3	7	2	5	Response %
Treating you with care and concern	29	22	4	0	0	2	Response count
	50	38	7	0	0	3	Response %
Taking your problems seriously	27	20	6	1	1	2	Response count
	47	34	10	2	2	3	Response %

Response count Response %

13. Did you have trust in your Doctor?

Yes definitely 43 74
 Yes to some extent 10 17
 No not at all 3 5
 Don't know/can't say 1 2
 Skipped question 0 0

14. How easy is it for you to get an appointment with a Practice Nurse at the Surgery?

Haven't tried 14 24
 Very 10 17
 Fairly 24 41
 Not very 3 5
 Not at all 2 3
 Don't know 4 7
 Skipped question 0 0

15. The last time you saw a Practice Nurse at the Surgery how good was the Practice Nurse at each of the following?

	Very good	Good	Neither good or bad	Poor	Very Poor	Doesn't Apply	Skipped question	
Giving you enough time	32	17	3	0	0	3	0	Response count
	55	29	5	0	0	5	0	Response %
Asking about your symptoms	29	17	2	0	1	7	0	Response count
	50	29	3	0	2	12	0	Response %
Listening	31	17	1	0	1	6	0	Response count
	53	29	2	0	2	10	0	Response %
Explaing tests and treatments	31	14	3	0	1	7	0	Response count
	53	24	5	0	2	12	0	Response %
Involving you in decisions about your care	33	13	1	1	1	7	0	Response count
	57	22	2	2	2	12	0	Response %
Treating you with care and concern	34	16	2	0	1	3	0	Response count
	59	28	3	0	2	5	0	Response %
Taking your problems seriously	31	15	3	0	1	6	0	Response count
	53	26	5	0	2	10	0	Response %

	Response count	Response %
16. In general how satisfied are you with the care you get at the Surgery?		
Very	40	69
Fairly	12	21
Neither satisfied nor dissatisfied	2	3
Quite dissatisfied	1	2
Very Dissatisfied	1	2
Skipped question	0	0

17. How satisfied are you with the opening hours at the Surgery?

Very	33	57
Fairly	20	34
Neither satisfied nor dissatisfied	2	3
Quite dissatisfied	2	3
Very Dissatisfied	1	2
Don't know the opening hours	0	0
Skipped question	0	0

18. As far as I know the Surgery is open:

	Yes	No	Sometimes	Don't know	Skipped question	
Before 8am	34	13	5	8	0	Response count
	59	22	9	14	0	Response %
At lunchtime	29	13	2	18	0	Response count
	50	22	3	31	0	Response %
After 6.30pm	11	22	3	24	0	Response count
	19	38	5	41	0	Response %
On Saturdays	12	33	1	13	0	Response count
	21	57	2	22	0	Response %
On Sundays	0	42	0	14	0	Response count
	0	72	0	24	0	Response %

	Response count	Response %
19. Would you like the surgery to open at additional times?		
Yes	31	53
No	24	41
Skipped question	3	5

20. Would you recommend the Surgery to someone who has just moved to your area?

Yes	41	71
Might	8	14
Not sure	4	7
Probably not	1	2
Definitely not	0	0
Don't know	2	3
Skipped question	2	3