

# Survey Results Report

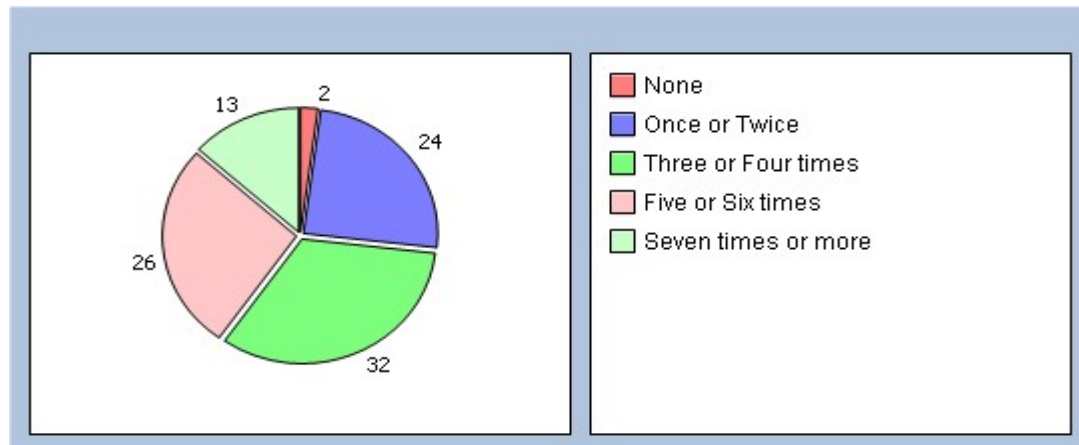
## PATIENT SURVEY 2012/2013

Number of Responses: **79**

### Section 1 - ACCESS TO DOCTORS

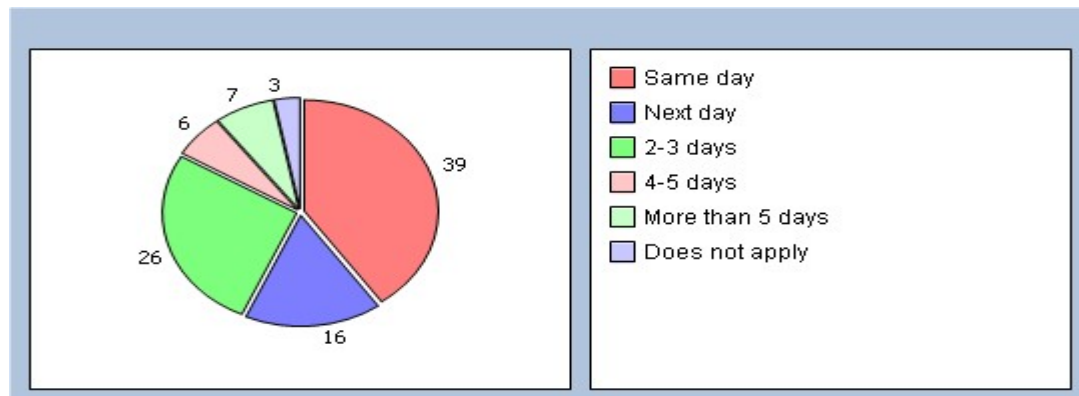
**In the past 12 months, how many times have you seen a DOCTOR from the surgery?**

None 2%  
 Once or Twice 24%  
 Three or Four times 32%  
 Five or Six times 26%  
 Seven times or more 13%



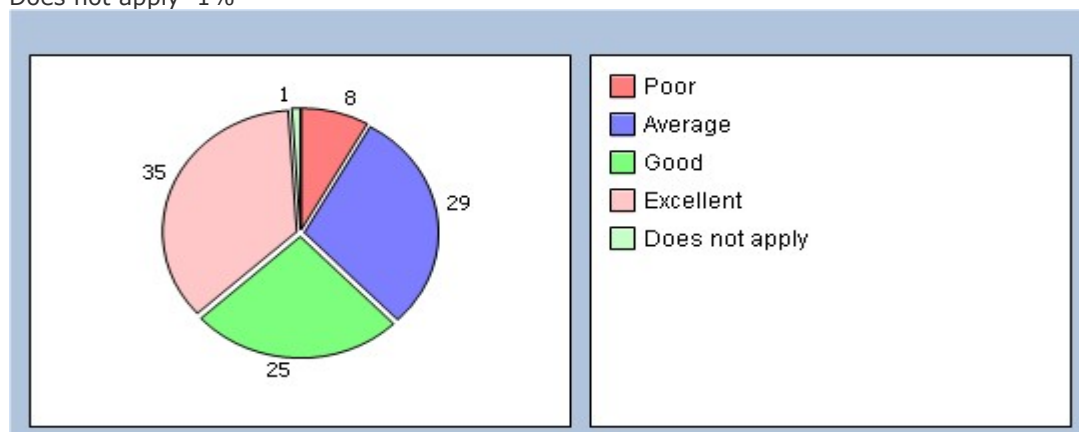
**How quickly do you usually get to see a DOCTOR?**

Same day 39%  
 Next day 16%  
 2-3 days 26%  
 4-5 days 6%  
 More than 5 days 7%  
 Does not apply 3%



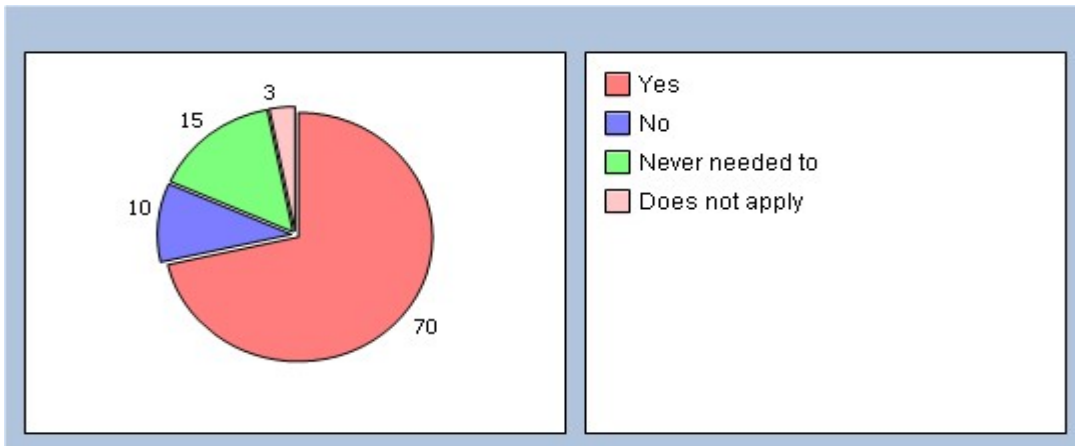
**How do you rate this?**

Poor 8%  
 Average 29%  
 Good 25%  
 Excellent 35%  
 Does not apply 1%



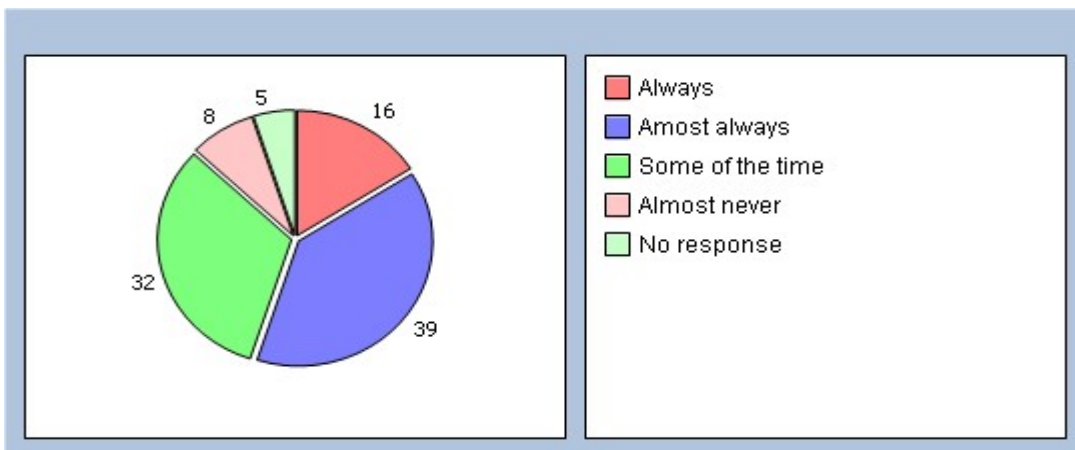
**If you need to see a DOCTOR urgently, can you normally get seen on the same day?**

Yes 70%  
No 10%  
Never needed to 15%  
Does not apply 3%



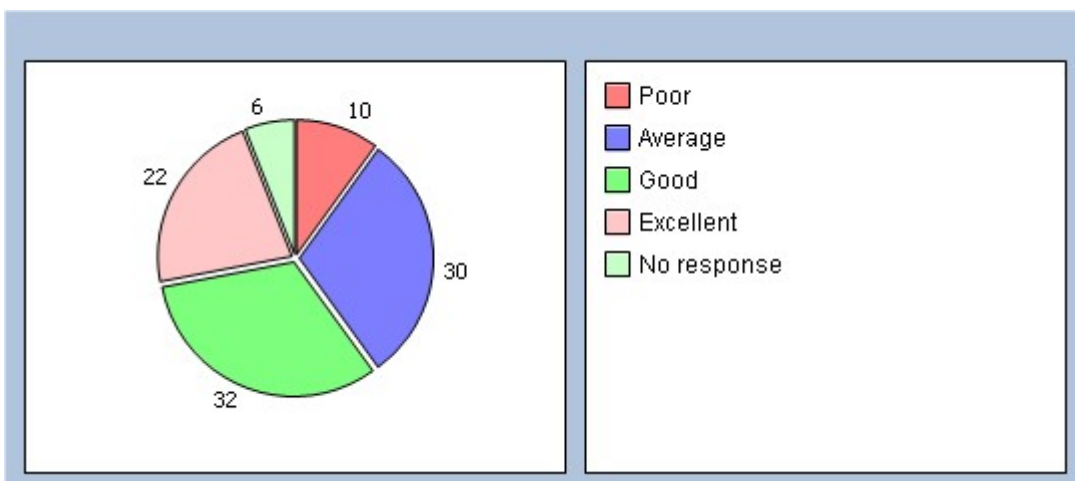
**In general, how often do you see the DOCTOR you want to see ?**

Always 16%  
Almost always 39%  
Some of the time 32%  
Almost never 8%  
Never 0%  
No response 5%



**How do you rate this?**

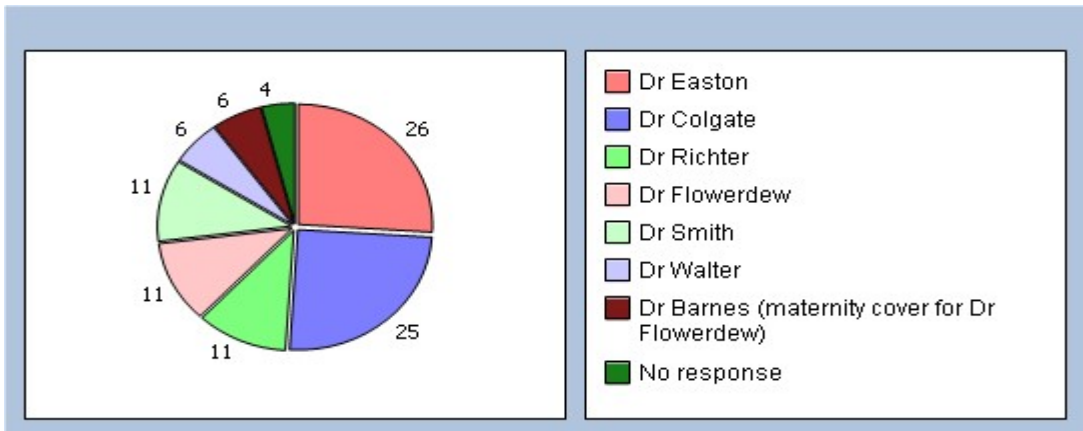
Poor 10%  
Average 30%  
Good 32%  
Excellent 22%  
No response 6%



**Section 2 - CARE BY DOCTORS**

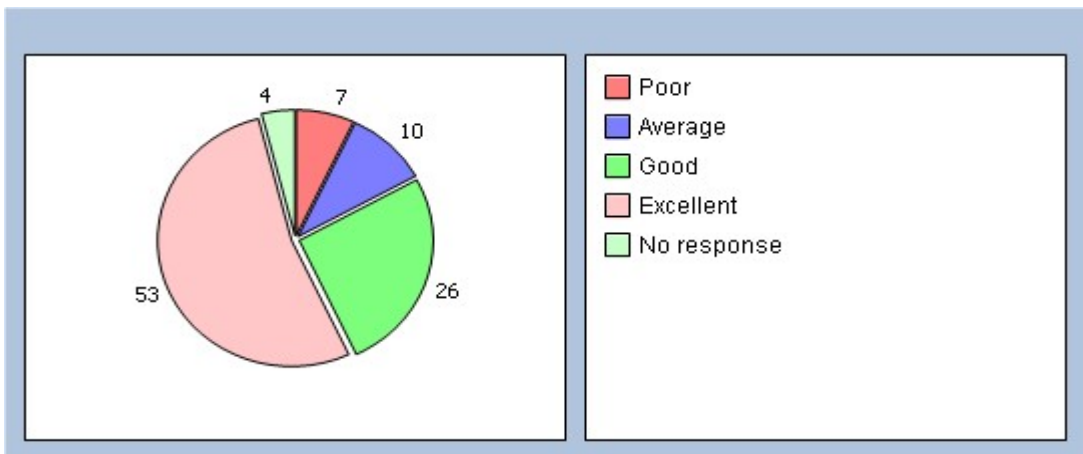
**What was the name of the DOCTOR you saw most recently?**

Dr Easton 26%  
 Dr Colgate 25%  
 Dr Richter 11%  
 Dr Flowerdew 11%  
 Dr Smith 11%  
 Dr Walter 6%  
 Dr Barnes (maternity cover for Dr Flowerdew) 6%  
 No response 4%



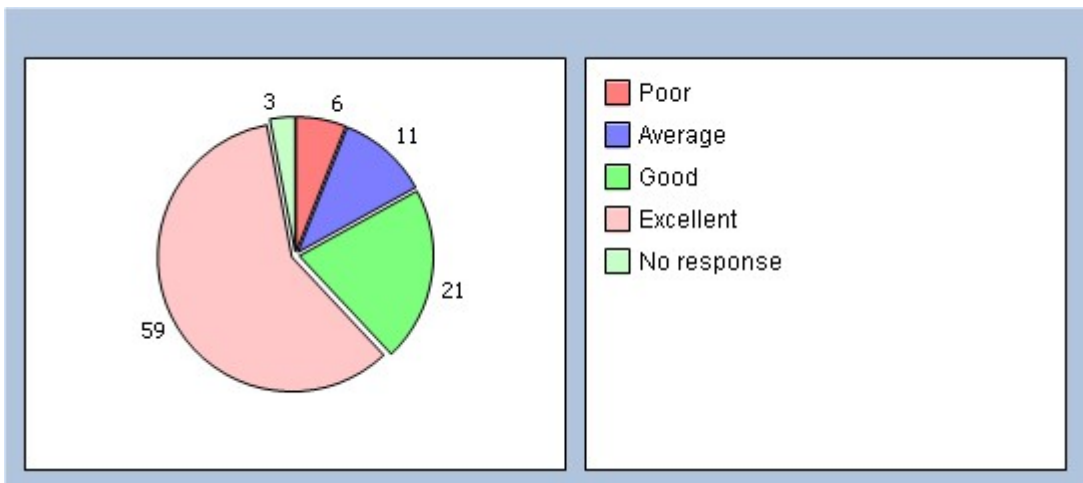
**Thinking of the named DOCTOR you saw recently, rate how thoroughly they asks about your symptoms and how you are feeling?**

Poor 7%  
 Average 10%  
 Good 26%  
 Excellent 53%  
 No response 4%



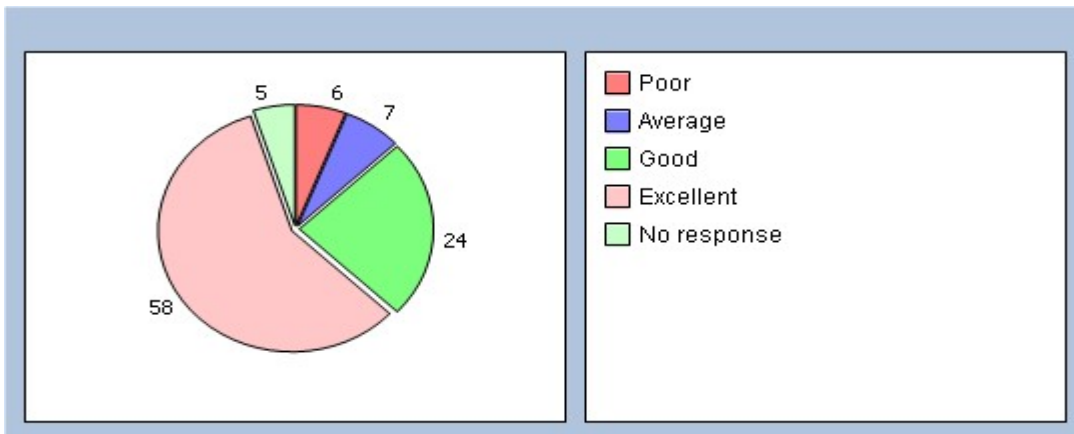
**Thinking of the named DOCTOR you saw recently, rate how well they listen to what you said?**

Poor 6%  
 Average 11%  
 Good 21%  
 Excellent 59%  
 No response 3%



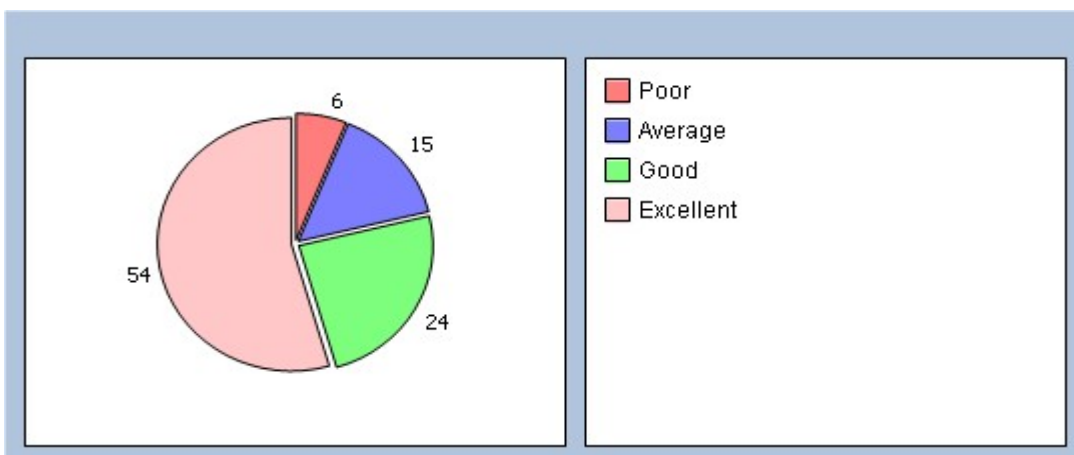
**Thinking of the named DOCTOR you saw recently, rate how well they put you at ease during your consultation/examination?**

Poor 6%  
Average 7%  
Good 24%  
Excellent 58%  
No response 5%



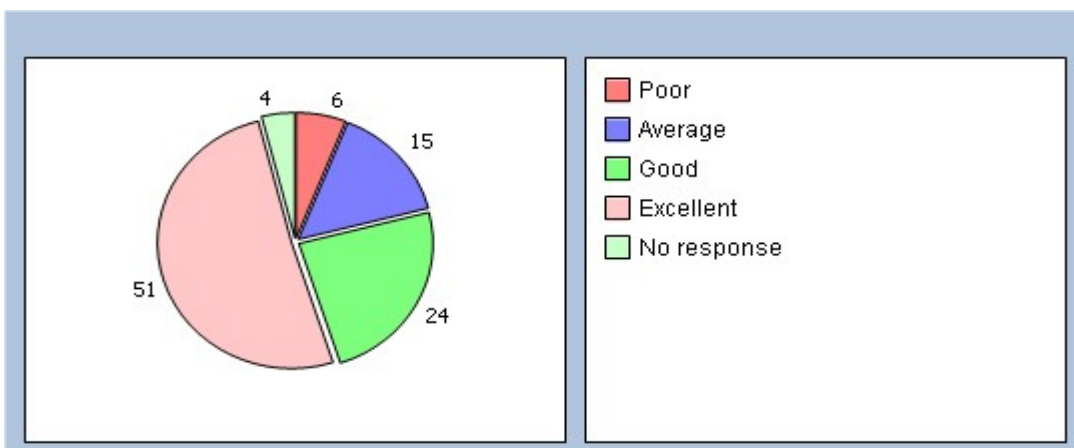
**Thinking of the named DOCTOR you saw recently, rate how well they explain your health problems or any treatment that you needed?**

Poor 6%  
Average 15%  
Good 24%  
Excellent 54%



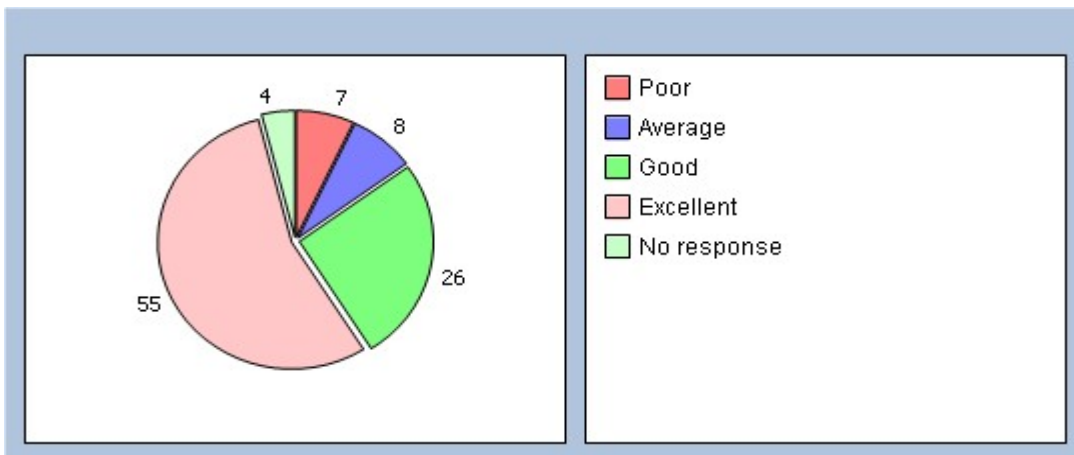
**Thinking of the named DOCTOR you saw recently, rate how well they involved you in the decisions about your care?**

Poor 6%  
Average 15%  
Good 24%  
Excellent 51%  
No response 4%



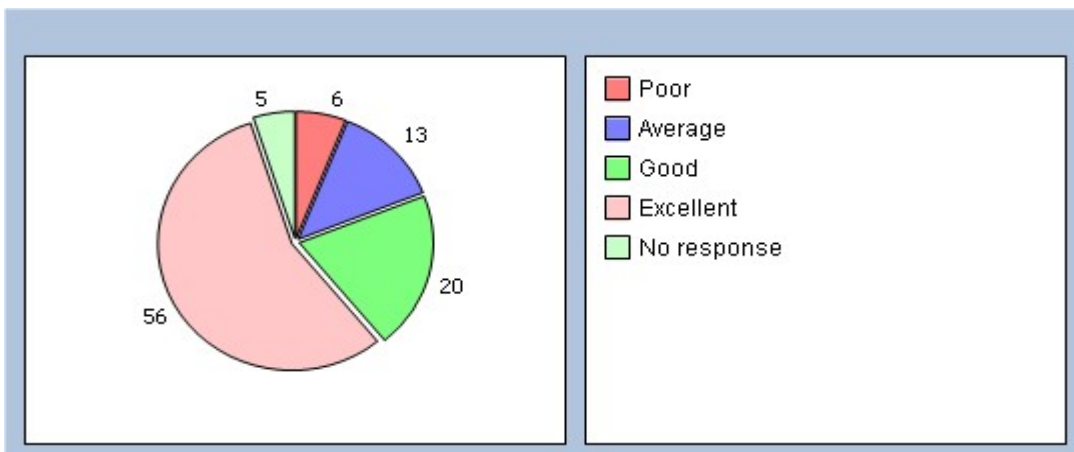
**Thinking of the named DOCTOR you saw recently, rate their patience with your questions or worries?**

Poor 7%  
Average 8%  
Good 26%  
Excellent 55%  
No response 4%



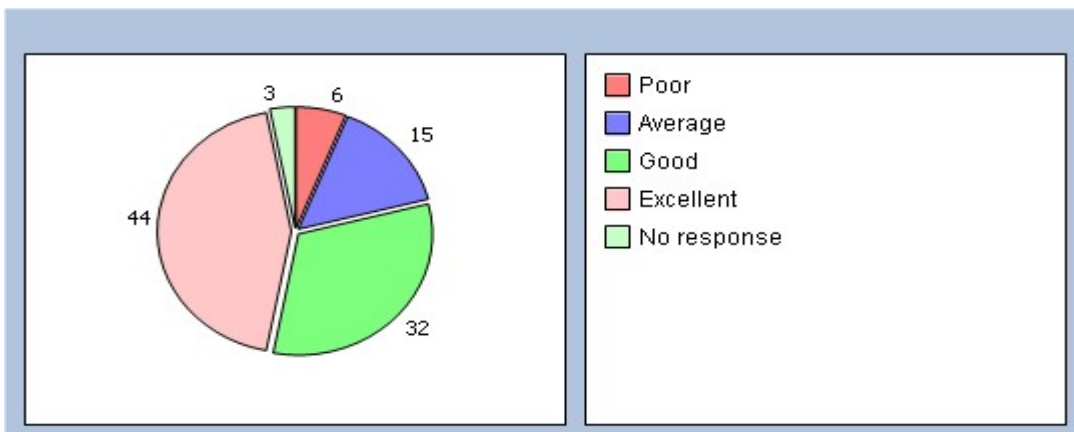
**Thinking of the named DOCTOR you saw recently, rate their care and concern for you?**

Poor 6%  
Average 13%  
Good 20%  
Excellent 56%  
No response 5%



**Thinking of the named DOCTOR you saw recently, rate the amount of time they spent with you?**

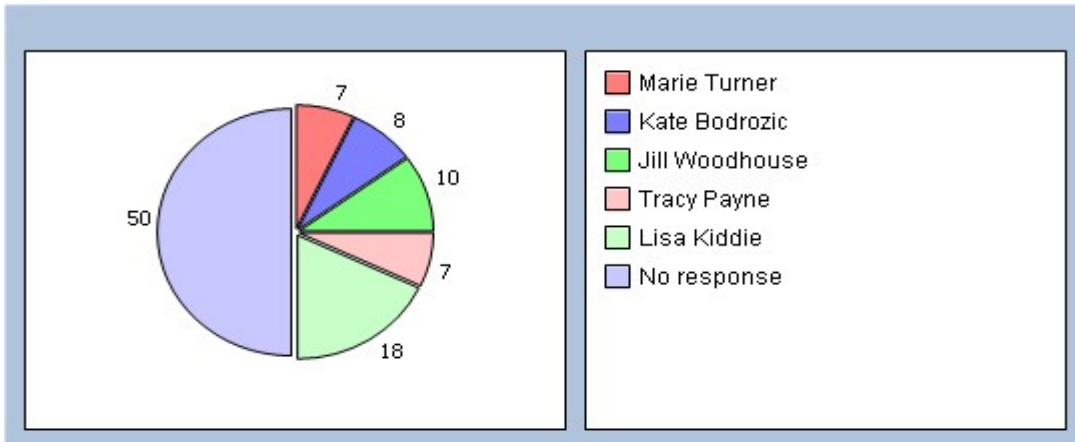
Poor 6%  
Average 15%  
Good 32%  
Excellent 44%  
No response 3%



**Section 3 - CARE BY NURSES OR HEALTH CARE ASSISTANT**

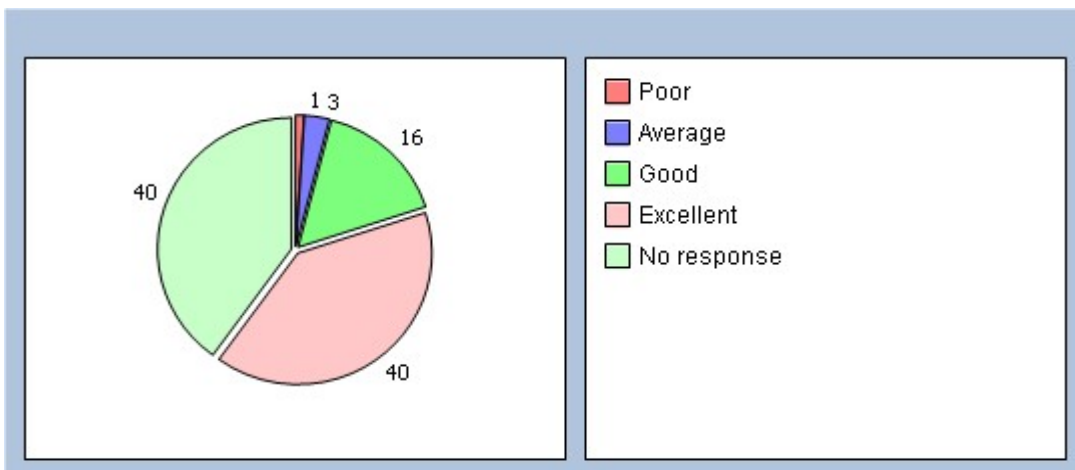
**What was the name of the NURSE or HEALTH CARE ASSISTANT (HCA) you saw most recently?**

Marie Turner 7%  
 Kate Bodrozic 8%  
 Jill Woodhouse 10%  
 Tracy Payne 7%  
 Lisa Kiddie 18%  
 No response 50%



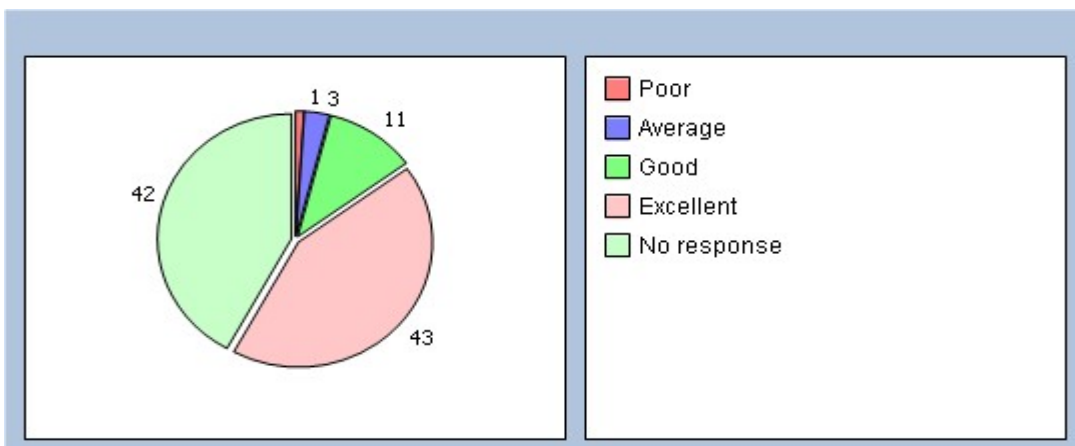
**Thinking of the nurse or HCA you saw recently, how do you rate how well they listened to what you had to say?**

Poor 1%  
 Average 3%  
 Good 16%  
 Excellent 40%  
 No response 40%



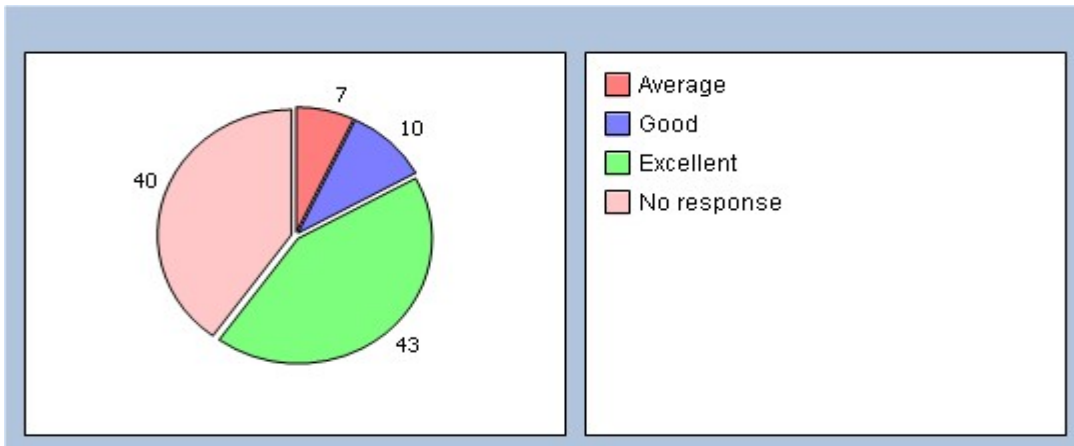
**Thinking of the nurse or HCA you saw recently, how do you rate how well they put you at ease during your consultation/treatment?**

Poor 1%  
 Average 3%  
 Good 11%  
 Excellent 43%  
 No response 42%



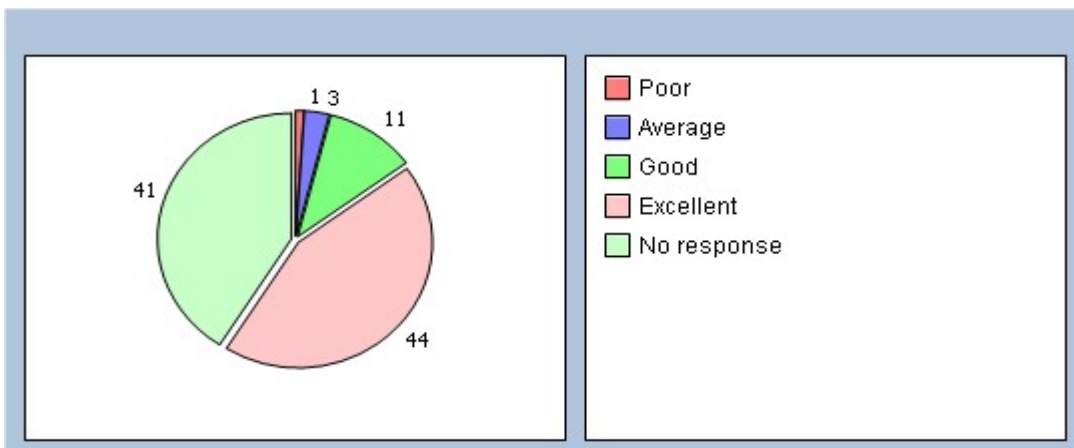
**Thinking of the nurse or HCA you saw recently, how do you rate how well they explained the treatment that you needed?**

Poor 0%  
 Average 7%  
 Good 10%  
 Excellent 43%  
 No response 40%



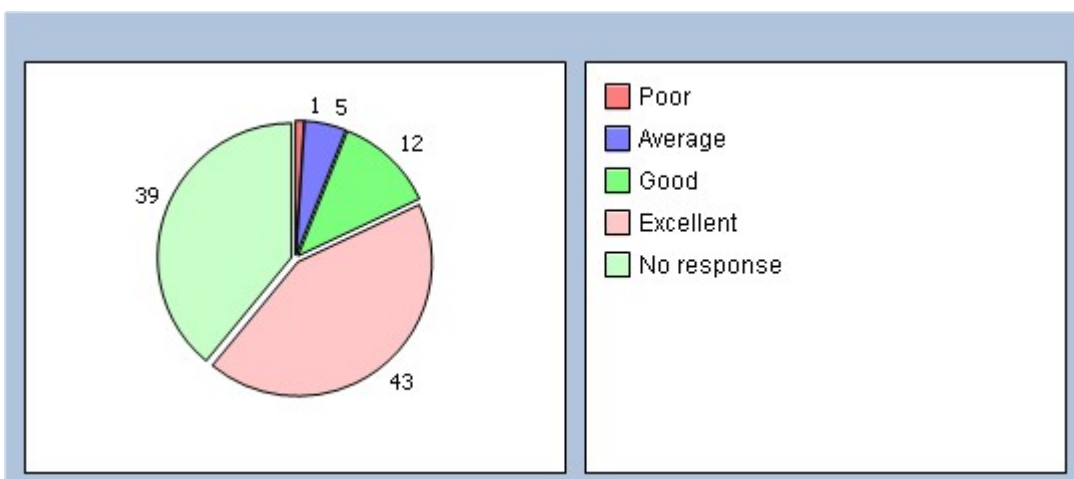
**Thinking of the nurse or HCA you saw recently, how do you rate their patience with your questions or worries?**

Poor 1%  
 Average 3%  
 Good 11%  
 Excellent 44%  
 No response 41%



**Thinking of the nurse or HCA you saw recently, how do you rate the amount of time they spent with you?**

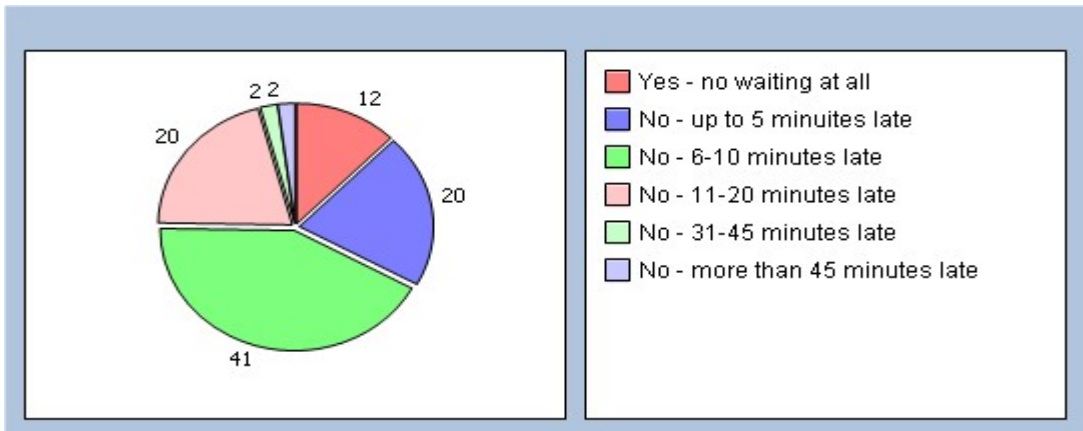
Poor 1%  
 Average 5%  
 Good 12%  
 Excellent 43%  
 No response 39%



**Section 4 - APPOINTMENTS**

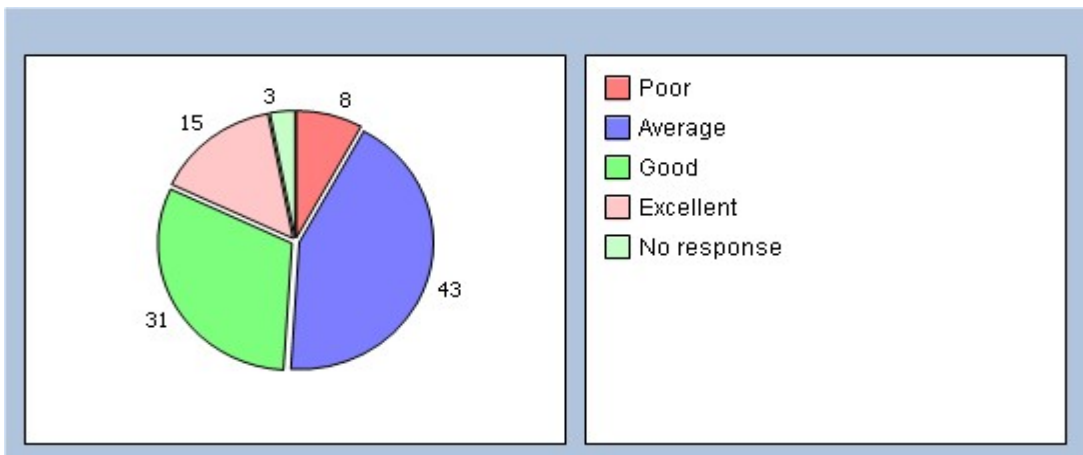
**Do your APPOINTMENTS usually begin on time?**

Yes - no waiting at all 12%  
 No - up to 5 minutes late 20%  
 No - 6-10 minutes late 41%  
 No - 11-20 minutes late 20%  
 No - 21-30 minutes late 0%  
 No - 31-45 minutes late 2%  
 No - more than 45 minutes late 2%



**How do you rate this?**

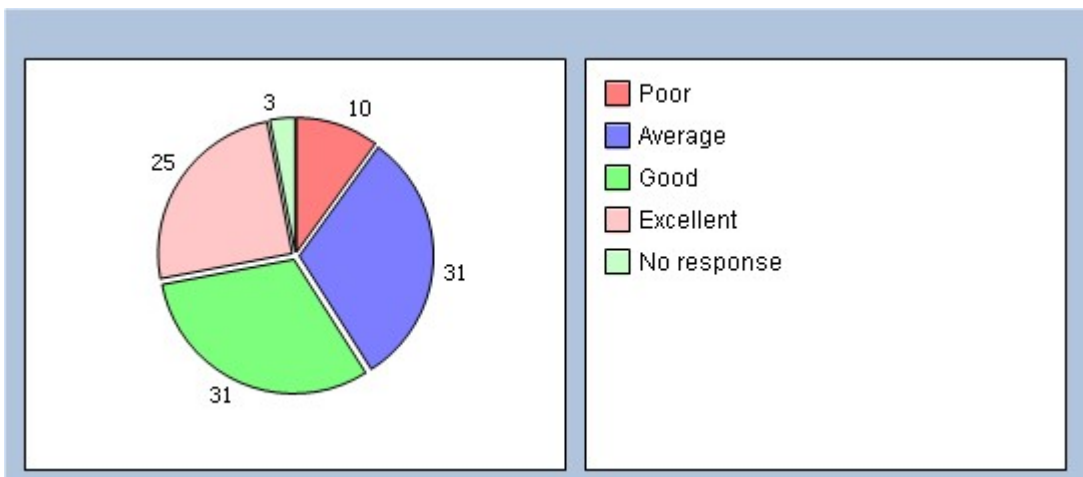
Poor 8%  
 Average 43%  
 Good 31%  
 Excellent 15%  
 No response 3%



**Section 5 - SURGERY**

**How do you rate the way you are treated by the RECEPTIONIST at the surgery?**

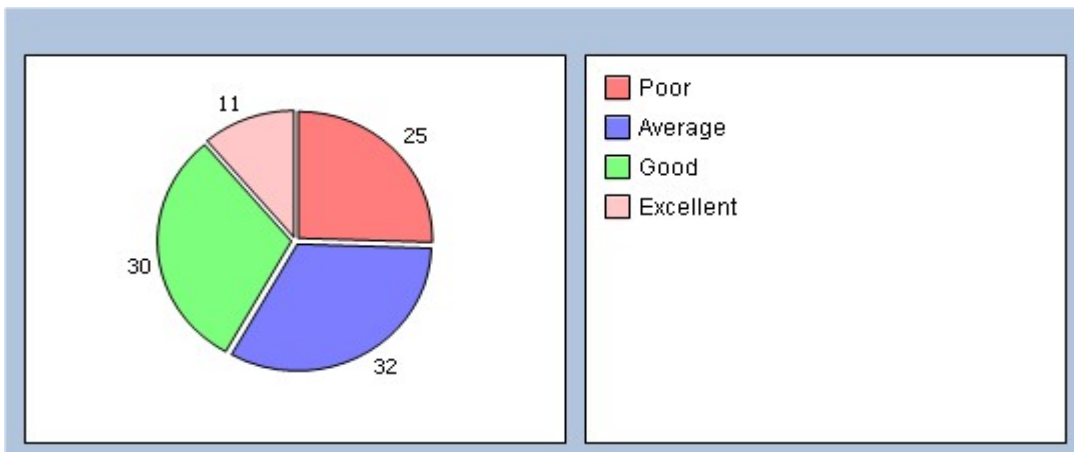
Poor 10%  
 Average 31%  
 Good 31%  
 Excellent 25%  
 No response 3%





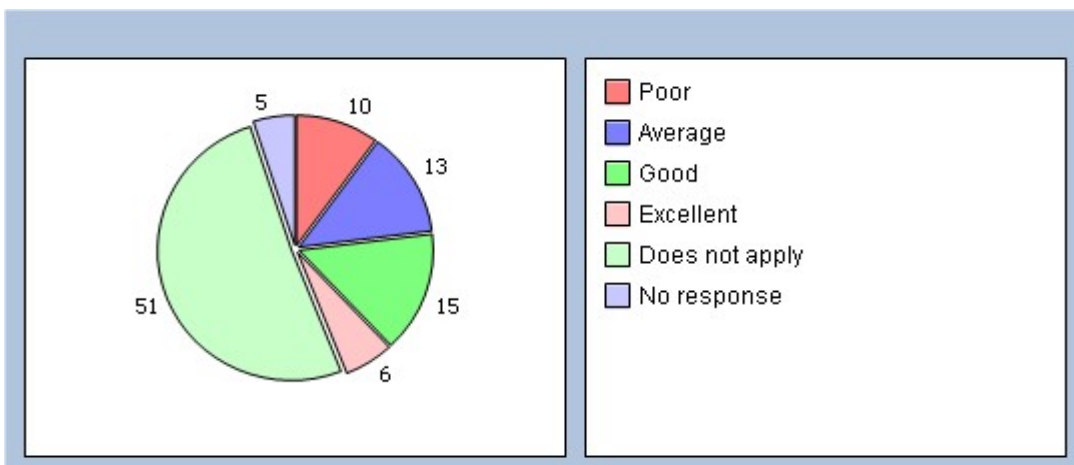
**When you have PHONED the surgery how do you rate the ability to get through to the surgery on the phone?**

Poor 25%  
Average 32%  
Good 30%  
Excellent 11%  
Does not apply 0%



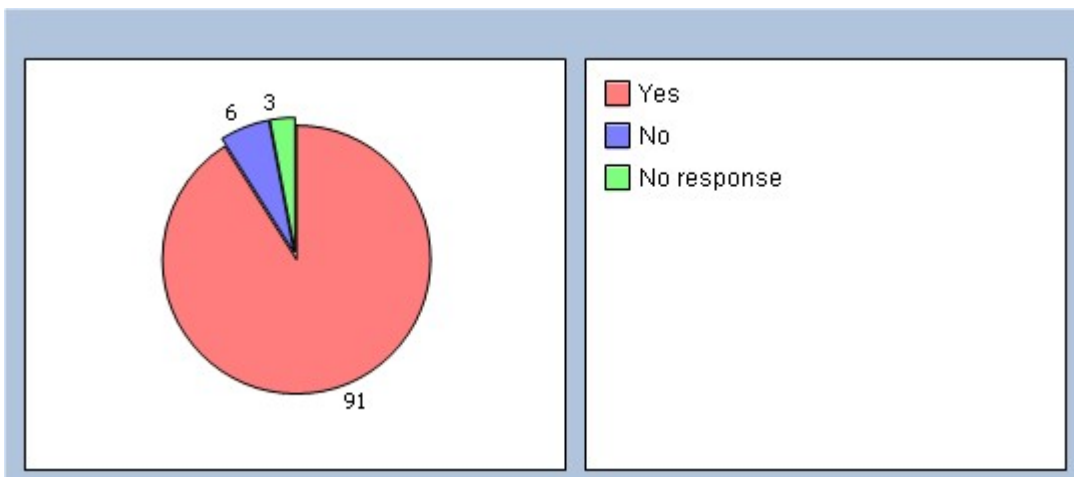
**When you have PHONED the surgery how do you rate the ability to get telephone advice from a doctor?**

Poor 10%  
Average 13%  
Good 15%  
Excellent 6%  
Does not apply 51%  
No response 5%



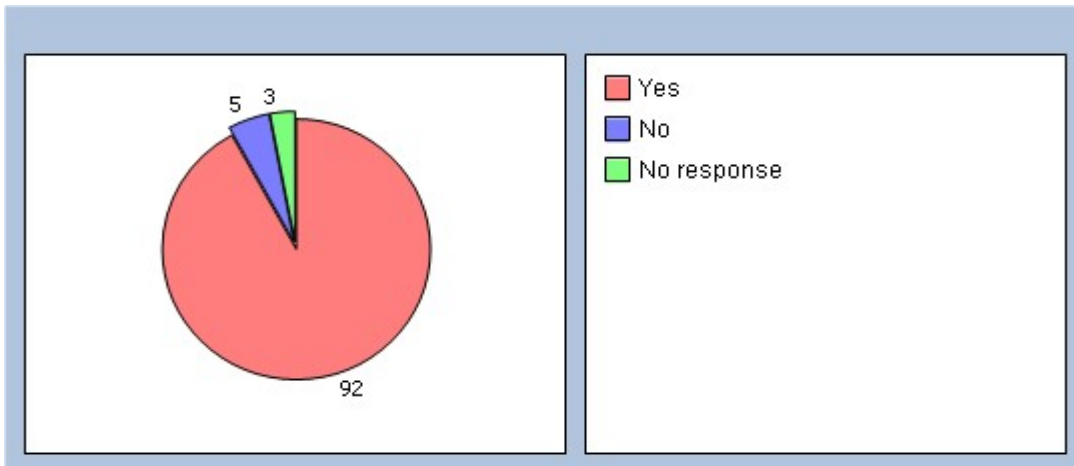
**When you ATTEND the surgery, is the waiting room usually WELL LIT?**

Yes 91%  
No 6%  
No response 3%



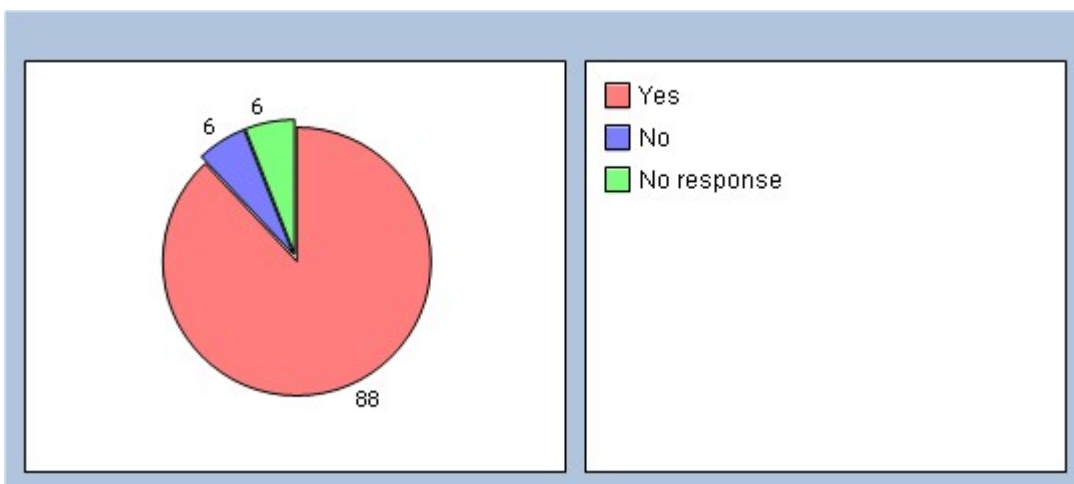
**When you ATTEND the surgery, is the waiting room usually COMFORTABLE?**

Yes 92%  
No 5%  
No response 3%



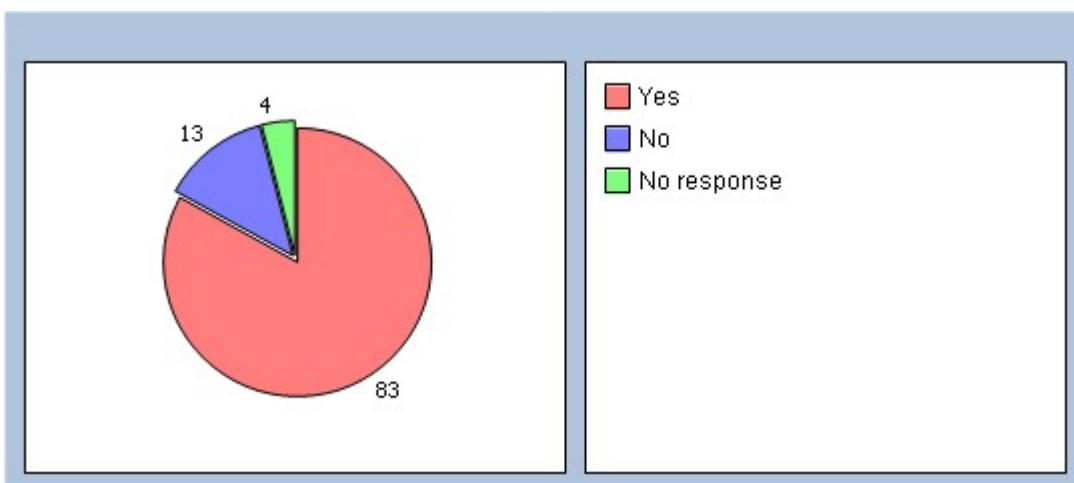
**When you ATTEND the surgery, is the waiting room usually adequately SIGN POSTED?**

Yes 88%  
No 6%  
No response 6%



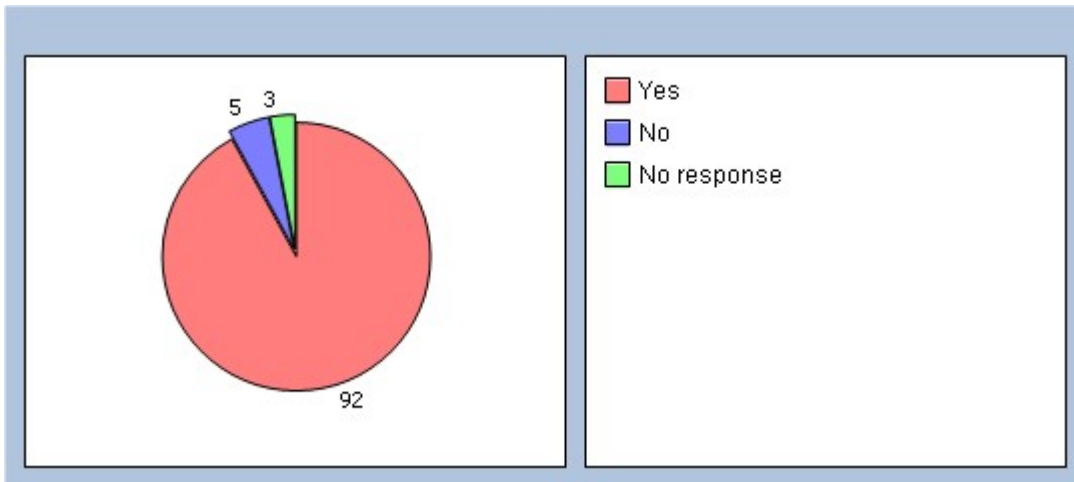
**When you ATTEND the surgery, is the waiting room usually WELL DECORATED?**

Yes 83%  
No 13%  
No response 4%



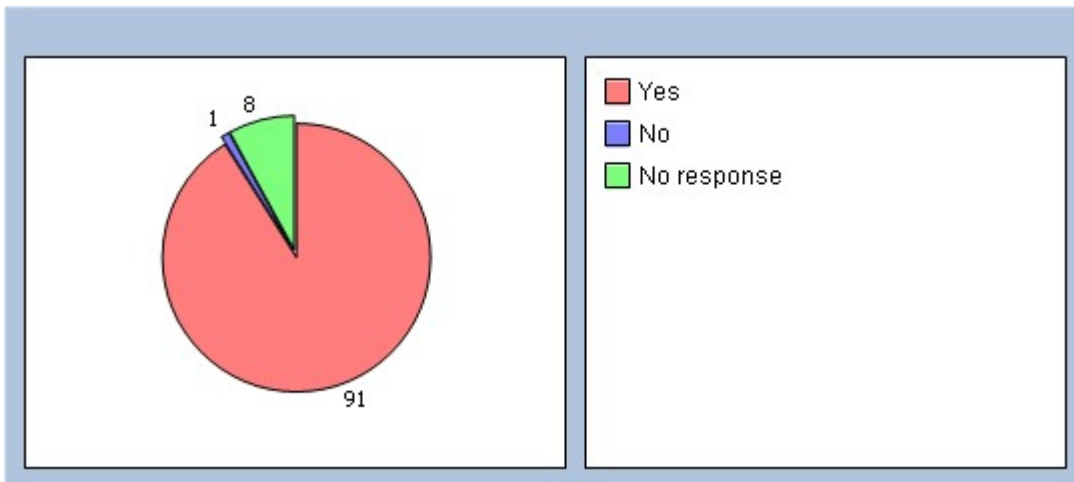
**When you ATTEND the surgery, does the waiting room usually have ENOUGH SEATS?**

Yes 92%  
No 5%  
No response 3%



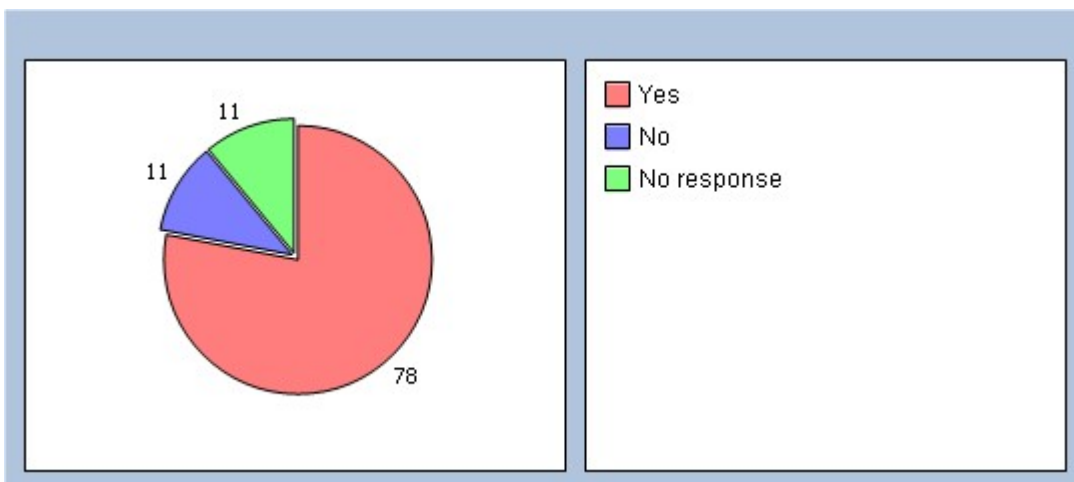
**When you ATTEND the surgery, does the waiting room usually have CLEAN, ACCESSIBLE TOILETS?**

Yes 91%  
No 1%  
No response 8%



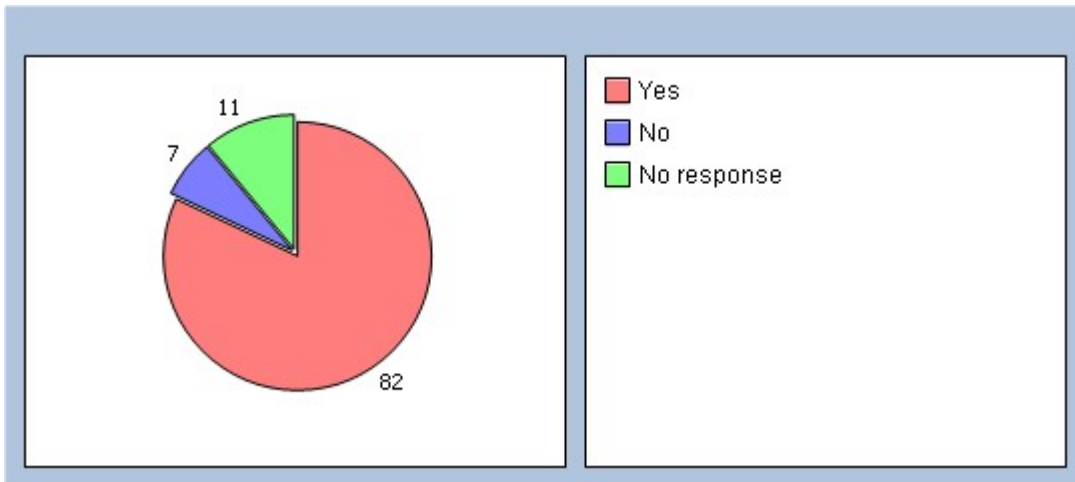
**When you ATTEND the surgery, does the waiting room usually have an up-to-date notice board?**

Yes 78%  
No 11%  
No response 11%



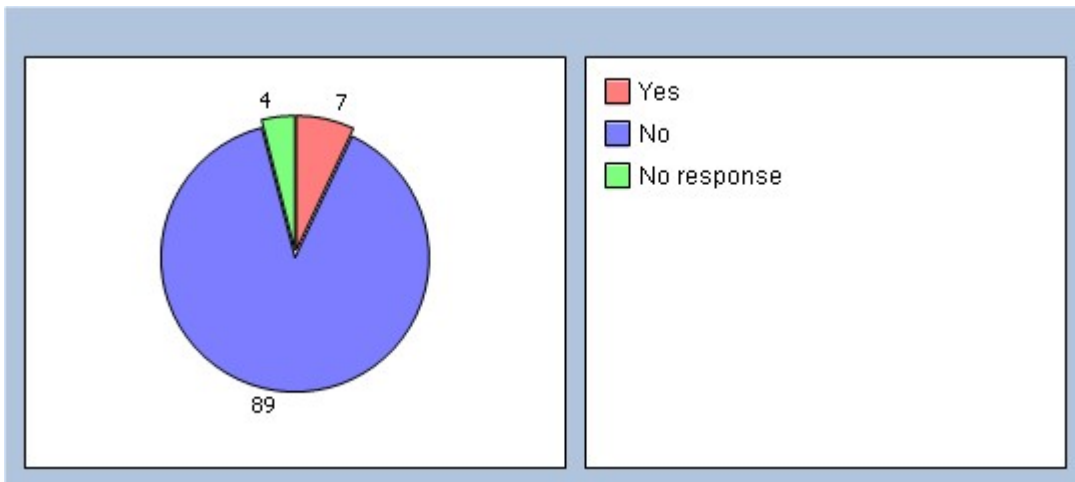
**When you ATTEND the surgery, does the waiting room usually have adequate room for wheelchairs?**

Yes 82%  
No 7%  
No response 11%



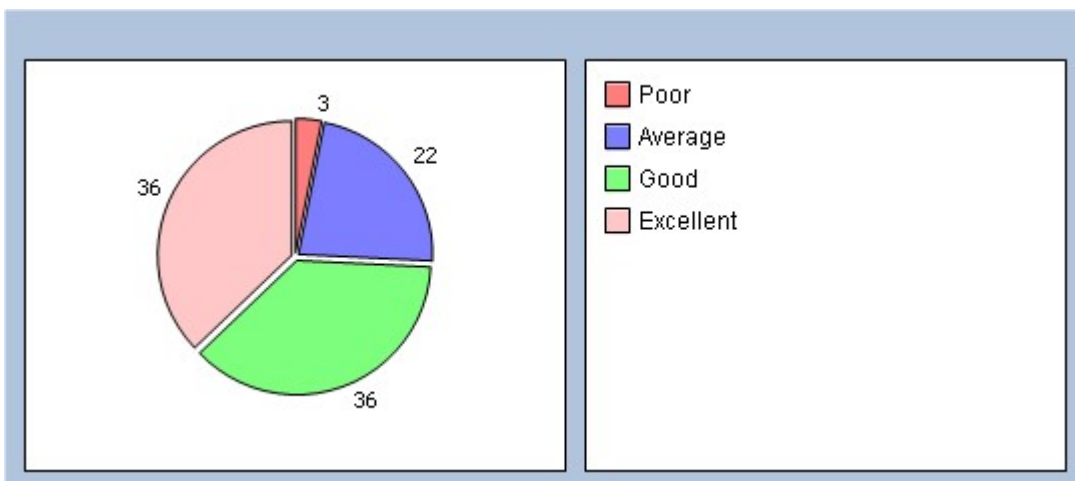
**Do you have difficulties with access into the surgery building?**

Yes 7%  
No 89%  
No response 4%



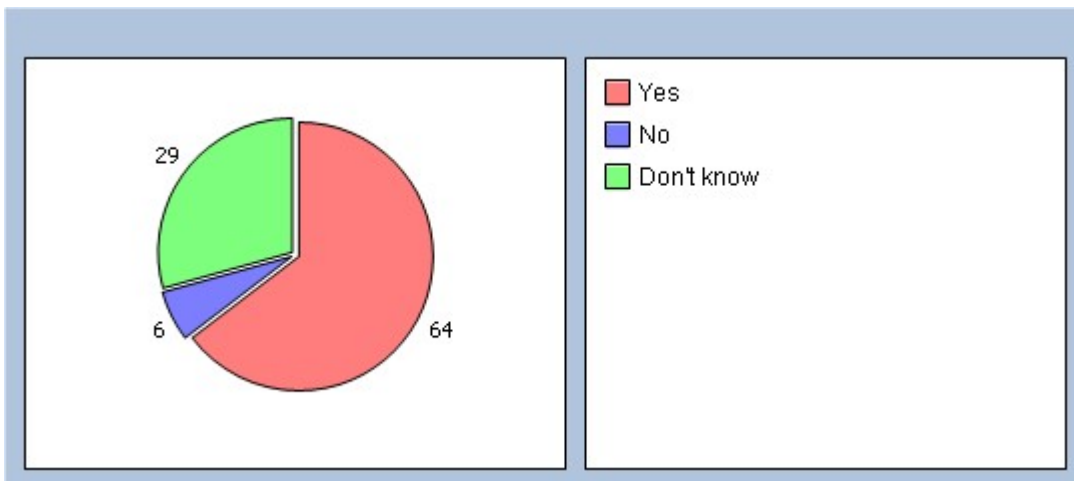
**All things considered, how do you rate the SURGERY?**

Poor 3%  
Average 22%  
Good 36%  
Excellent 36%



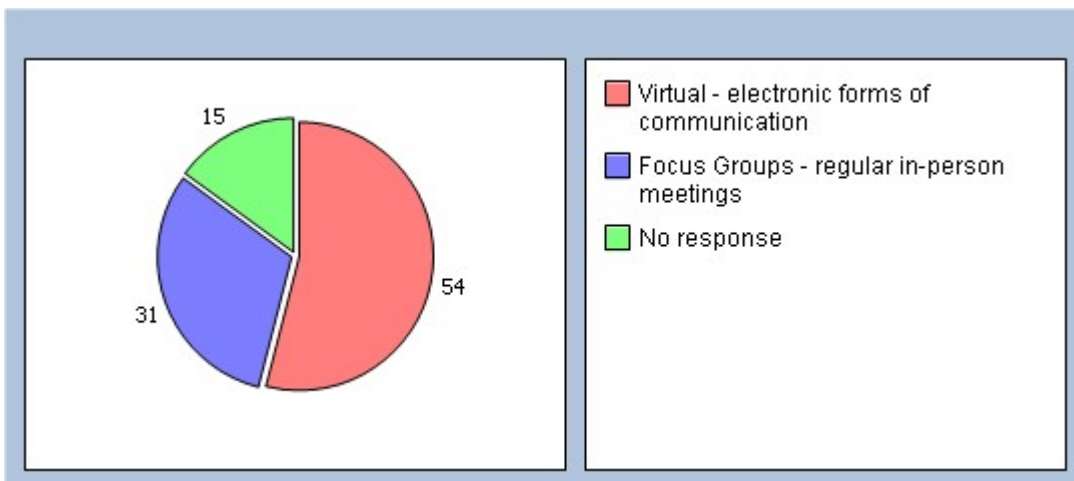
**Section 6 - PATIENT REFERENCE GROUPS (PRG) - The surgery is continuing to develop a PRG, to give patients more participation in relation to the service and care you receive. Do you feel this would be beneficial?**

Yes 64%  
No 6%  
Don't know 29%



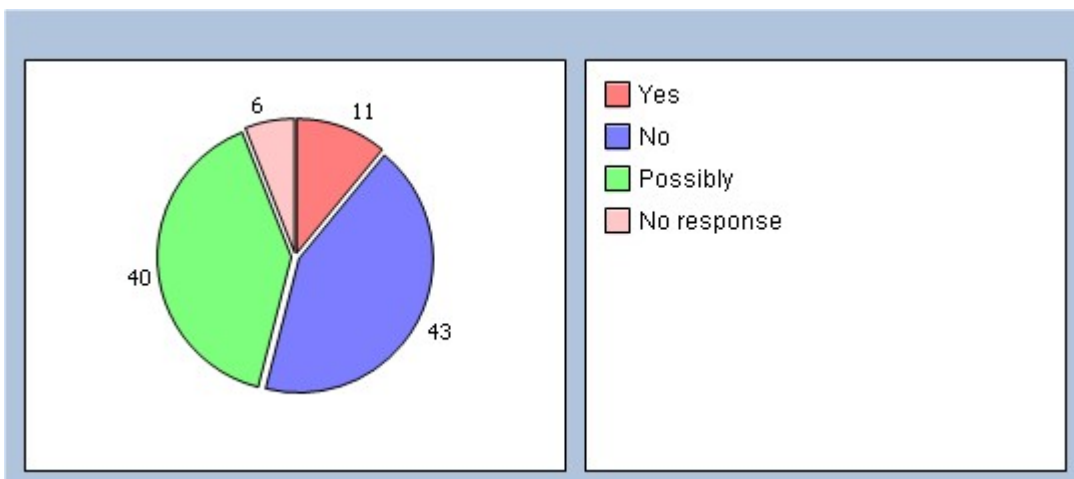
**Which form of group do you feel would be more beneficial?**

Virtual - electronic forms of communication 54%  
Focus Groups - regular in-person meetings 31%  
No response 15%



**The PRG requires patient representatives. Would you be willing to be part of this group?**

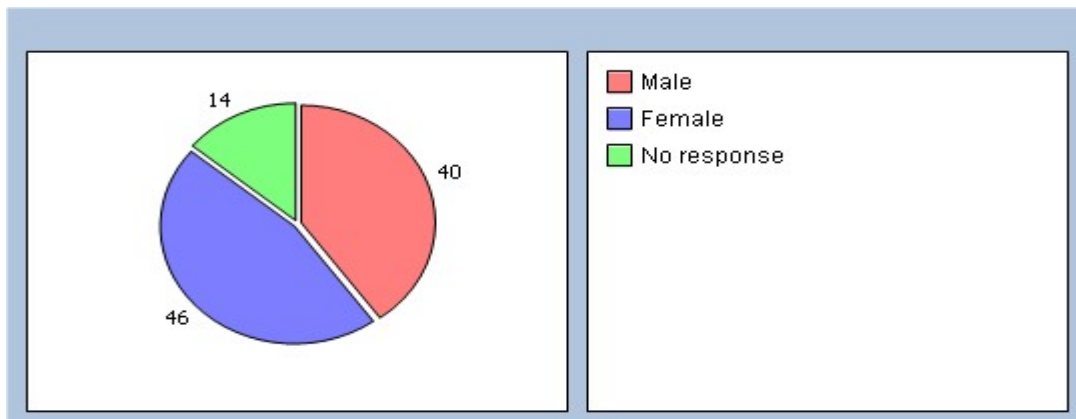
Yes 11%  
No 43%  
Possibly 40%  
No response 6%



If you are willing to be a member of the PRG, please complete our on-line registration form (go to GET INVOLVED link on website)

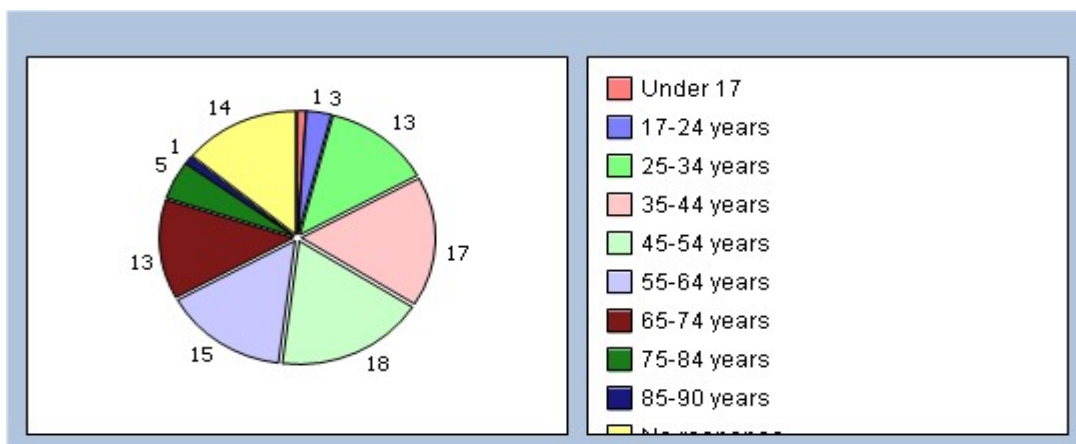
### Section 7 - ABOUT YOU are you....

Male 40%  
Female 46%  
No response 14%



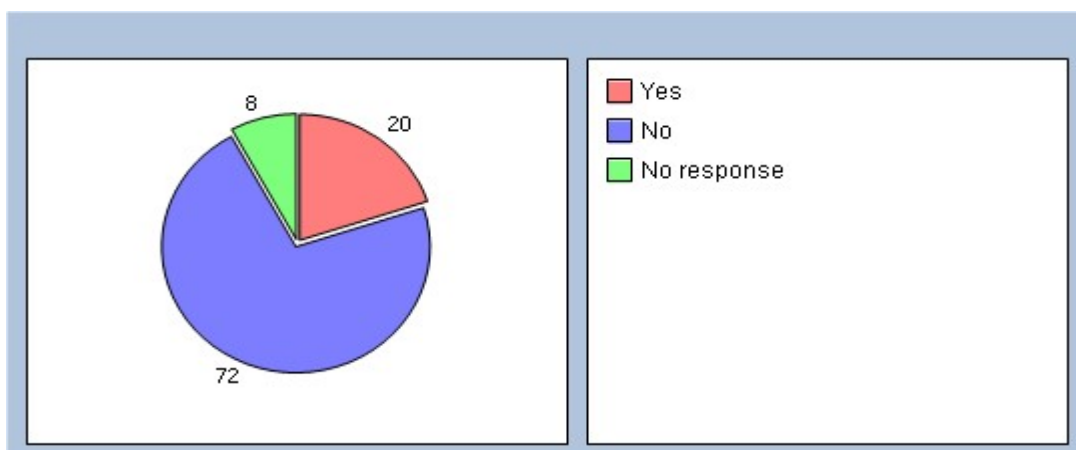
### How old are you?

Under 17 1%  
17-24 years 3%  
25-34 years 13%  
35-44 years 17%  
45-54 years 18%  
55-64 years 15%  
65-74 years 13%  
75-84 years 5%  
85-90 years 1%  
90+ years 0%  
No response 14%



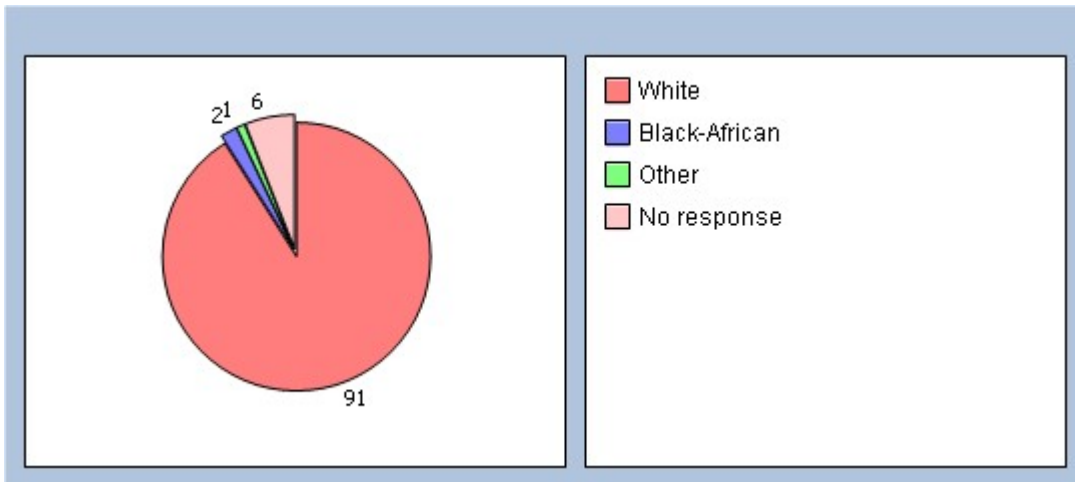
### Do you have any long-term illness, infirmity or disability which limits your daily activities or the work you can do?

Yes 20%  
No 72%  
No response 8%



**To which one of these groups do you consider you belong?**

White 91%  
Black-African 2%  
Black-Caribbean 0%  
Black-Other 0%  
Indian 0%  
Pakistani 0%  
Bangladeshi 0%  
Chinese 0%  
Other 1%  
No response 6%



**COMMENTS - is there anything particularly good about your healthcare or surgery you wish to mention?**

**COMMENTS - any further comment?**