

Long Lane Surgery – Patient Questionnaire

We would be grateful if you would complete this survey about your general practice and your visit today.

The Doctors and Nurses at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Doctor

1 Thinking about **your consultation with the clinician today**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly the Clinician asked about your symptoms and how you are feeling?	0.5%	0%	1%	9.3%	32.1%	53.4%	3.6%
b) How well the Clinician listened to what you had to say?	0.5%	0%	2.1%	8.2%	25.3%	63.5%	2.5%
c) How well the Clinician put you at ease during your examination?	0.5%	0%	1%	10.3%	26.3%	59.8%	2.1%
d) How much the Clinician involved you in decisions about your care?	0.5%	0.5%	0.5%	12%	24.5%	54.7%	7.3%
e) How well the Clinician explained your problems or any treatment that you need?	0.5%	0%	1%	7.2%	23.7%	61.9%	5.7%
f) Did the Clinician deal with your problem in the time given?	0.5%	0.5%	1.6%	9.3%	28.5%	55.4%	4.1%
g) The Clinicians caring and concern for you?	0.5%	0%	2.6%	7.8%	23.8%	63.2%	2.1%
h) Did the Clinician help to reassure you?	0.5%	0.5%	1.5%	8.2%	22.7%	62.9%	3.6%
i) How would you rate the attitude of your clinician today?	0.5%	0%	1%	6.2%	15.5%	75.6%	1%

2 After seeing the clinician today did they help you to:

	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply
a) Understand your problem or illness?	47.8%	23.9%	13.9%	14.4%
b) Cope better with your problem or illness?	46.9%	26.5%	10.5%	16%

3

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How would you rate your overall consultation	1.1%	0%	1.1%	8.2%	30.8%	58.8%

4

a) How long do you usually have to wait at the practice for your consultations to begin?	5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
	30.8%	39%	25.8%	3.8%	0.5%

b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent
	0.6%	1.1%	24.7%	27%	29.9%	16.7%

c) If you had to wait did the Clinician acknowledge this: Yes **66.7%** No **33.3%**

5 Gender: **40% Male** **60% Female**

6 Age 0 -16 **1.5%** 17 – 32 **11%** 33 – 45 **16%** 46 – 64 **43%**
65 & Over **28.5%**

7 Which ethnic group do you belong to?

- | | |
|--|--|
| <input checked="" type="checkbox"/> 99.5% White | <input type="checkbox"/> 0.5% Mixed |
| <input type="checkbox"/> ² Black or Black British | <input type="checkbox"/> ⁵ Chinese |
| <input type="checkbox"/> ³ Asian or Asian British | <input type="checkbox"/> ⁶ Other ethnic group |

8 Which of the following best describes you? (please tick one box)

- | | |
|--|--|
| 54% Employed (full or part time, including self-employed) | 8.4% Looking after your home/family |
| 4% Unemployed and looking for work | 29% Retired from paid work |
| 1.7% At school or in full time education | |
| 3.4% Unable to work due to long term sickness | |

9 We are interested in any other comments you may have. Please write them here.

15 Positive comments ref service/professionalism/ manner – 1 specific comment for Dr Rushman

4 Negative comments 2 x getting through on the phone 1 x Pre booking an appointment
1 x wanting surgery doctors available for 24hours rather than Out of Hours Service.

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Nurses

1 Thinking about **your consultation with the clinician today**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How thoroughly the Clinician asked about your symptoms and how you are feeling?	0%	0%	0.6%	7.3%	30.2%	53.1%	8.9%
b) How well the Clinician listened to what you had to say?	0%	0%	1.1%	4.4%	32.8%	58.9%	2.8%
c) How well the Clinician put you at ease during your examination?	0%	0%	1.1%	3.3%	27.8%	66.7%	1.1%
d) How much the Clinician involved you in decisions about your care?	0%	0%	1.1%	9.6%	24.2%	56.2%	9%
e) How well the Clinician explained your problems or any treatment that you need?	0%	0%	0%	4.4%	20%	64.4%	11.1%
f) Did the Clinician deal with your problem in the time given?	0%	0%	0%	5.6%	23.9%	62.2%	8.3%
g) The Clinicians caring and concern for you?	0%	0%	1.1%	2.8%	19%	75.4%	1.7%
h) Did the Clinician help to reassure you?	0%	0%	0.6%	3.9%	20.1%	70.9%	4.5%
i) How would you rate the attitude of your clinician today?	0%	0%	0.6%	2.2%	17.2%	78.3%	1.7%

2 After seeing the clinician today did they help you to:

	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply
a) Understand your problem or illness?	37.7%	15.7%	18.9%	27.7%
b) Cope better with your problem or illness?	39.7%	12.3%	13%	34.9%

3

	Very poor	Poor	Fair	Good	Very good	Excellent
a) How would you rate your overall consultation	1.1%	0%	1.1%	8.2%	30.8%	58.8%

4

a) How long do you usually have to wait at the practice for your consultations to begin?	5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
	45.3%	36%	18%	2.5%	0%

b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent
	0%	0%	21.1%	32.1%	26.3%	20.5%

c) If you had to wait did the Clinician acknowledge this: Yes **79.5%** No **20.5%**

5 Gender: **39% Male** **61% Female**

6 Age 0 -16 **3%** 17 – 32 **9%** 33 – 45 **14%** 46 – 64 **29%**
65 & Over **30%**

7 Which ethnic group do you belong to?

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|--|--|
| <input checked="" type="checkbox"/> 98.8% White | <input type="checkbox"/> 1.2% Mixed |
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8 Which of the following best describes you? (please tick one box)

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| 3.2% Unemployed and looking for work | 39.1% Retired from paid work |
| 1.9% At school or in full time education | |
| 3.2% Unable to work due to long term sickness | |

9 We are interested in any other comments you may have. Please write them here.

13 x Positive comments – friendly/helpful/professional – particular mention for Nurse Beck.
1 x Negative comment – getting through on the phone.