



These are the results for our patient survey conducted from February 2012 to March 2012.

We surveyed 303 patients questionnaires were handed out to patients attending the surgery for any type of appointment.

The Community Practice Nurse Jill Leeson also surveyed patients that she visited at home to ensure we got a representative sample.

A. Appointments at your GP Surgery

Q1. Which of the following methods would you prefer to use to book an appointment at the Surgery ?

Please tick all the circles that apply

| | |
|---------------|-----|
| In person | 22% |
| By phone | 60% |
| Online | 14% |
| No preference | 4% |

B. Getting through on the phone

Q2. In the past 6 months how easy have you found the following ? *Please put a tick in one circle for each row*

| | Haven't tried | Very Easy | Fairly easy | Not very easy | Not at all easy | Don't know |
|-----------------------------------|---------------|-----------|-------------|---------------|-----------------|------------|
| Speaking to a Doctor on the phone | 18% | 37% | 35% | 4% | 2% | 3% |

C. Telephone opening times

| Q3 | Yes | No |
|--|-----|-----|
| Are you happy with the telephone opening times | 74% | 26% |

If NO what additional time would you like the phone lines open

These figures represent the number of patients of the 26% who replied No. Some patients stated more than 1 additional time.

All day (28) Lunchtime (22) Answered No but put no additional times (18) Longer (17) 8 – 8 (4) 07.30 (3) Saturdays (3) Wednesday (3) 24Hrs (1)

D. Seeing or speaking to the Doctor

Q4. Think about the last time you tried to see or speak to a doctor fairly quickly. Were you able to see or speak to a doctor on the same day ?

| | |
|----------------|-----|
| Yes | 82% |
| No | 12% |
| Can't remember | 6% |

Q5. If you had to call back the following day as there were no appointments did you get an appointment or speak to the Doctor the following day?

| | |
|----------------|-----|
| Yes | 63% |
| No | 11% |
| Can't remember | 26% |

Q6. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance ?

| | |
|-------------------------------|-----|
| Yes | 50% |
| No | 22% |
| No I was seen on the same day | 14% |
| Can't remember | 14% |

E. Arriving for your appointment

Q7. How clean is the GP surgery ?

| | |
|----------------|-----|
| Very clean | 75% |
| Fairly clean | 24% |
| Not very clean | 0% |
| Don't know | 1% |

Q8. How helpful do you find the receptionists at the Surgery ?

| | |
|------------|-----|
| Very | 71% |
| Fairly | 28% |
| Not very | 1% |
| Not at all | 0% |

Q9. How do you feel about how long you normally have to wait ?

| | |
|---------------------------------------|-----|
| 1. I don't normally have to wait long | 74% |
| 2. I have to wait a bit too long | 21% |
| 3. I have to wait far too long | 2% |
| 4. No opinion/doesn't apply | 2% |

Q10. If answer 2 or 3 did you get an explanation for your wait?

| | |
|---------|--------|
| Yes 45% | No 55% |
|---------|--------|

F. Seeing a specific Doctor

Q11. If you have felt the need to request a specific Doctor have you been able to?

| | |
|-----|-----|
| Yes | 76% |
| No | 24% |

G. Opening Hours

Q12. How satisfied are you with the opening hours at the surgery ?

| | |
|------------------------------------|-----|
| Very | 35% |
| Fairly | 47% |
| Neither satisfied nor dissatisfied | 10% |
| Quite dissatisfied | 5% |
| Very dissatisfied | 2% |
| Don't know opening hours | 1% |

Q13. Would you like the surgery open at additional times ?

| | |
|-----|-----|
| Yes | 45% |
| No | 55% |

Q14. If Yes what times?

These figures represent the number of patients of the 45% who replied Yes. Some patients stated more than 1 additional time.
Evening Appts (31) Saturday AM (25) Lunch time (9) Wednesday PM (8) Answered Yes but gave no times (4) Longer (4) Early/Later (3) Saturday PM (2)
More evenings (3) 8 till 8 (2) 6 till 8 (1) 8 till 6 (1) 8 till 7 (1) 6 till 7 (1) 7AM (1)
7.30 AM (1)

H. Your Overall Satisfaction

Q15. In general, how satisfied are you with the care you get at the Surgery ?

| | |
|------------------------------------|-----|
| Very | 66% |
| Fairly | 30% |
| Neither satisfied nor dissatisfied | 2% |
| Quite dissatisfied | 2% |
| Very dissatisfied | 0% |

Q16. Would you recommend the Surgery to someone who has just moved to your local area.?

| | |
|----------------|-----|
| Yes | 86% |
| Not sure | 12% |
| Definitely not | 1% |
| Don't know | 1% |

I. Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

Q17. Are you male or female ?

| | |
|--------|-----|
| Male | 41% |
| Female | 59% |

Q18. How old are you ?

| | | | |
|----------|-----|-------------|-----|
| Under 18 | 1% | 55 - 64 | 18% |
| 18 – 24 | 3% | 65 - 74 | 21% |
| 25 – 34 | 15% | 75 - 84 | 10% |
| 35 – 44 | 16% | 85 and over | 2% |
| 45 – 54 | 15% | | |

Q19. Which of these best describes what you are doing at present ? *If more than one of these applies to you, please tick the main one ONLY*

| | |
|---|-----|
| Full-time paid work (30 hrs or more per week) | 34% |
| Part-time paid work (under 30 hrs per week) | 13% |
| Full-time education (school, college, university) | 1% |
| Unemployed | 4% |
| Permanently sick or disabled | 7% |
| Fully retired from work | 36% |
| Looking after the home | 6% |

Q20. If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this ?

| | |
|-----|-----|
| Yes | 76% |
| No | 24% |

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Q21. What is your ethnic group?

| WHITE | | BLACK OR BLACK BRITISH | | OTHER ETHNIC GROUPS | |
|------------------------------|-----|-------------------------------|----|----------------------------|----|
| 1 British | 99% | 4 Caribbean | 0% | 7 Chinese | 0% |
| 2 Irish | 0% | 5 African | 0% | 8 Any other ethnic group | 0% |
| 3 Any other white background | 1% | 6 Any other black background | 0% | | |
| MIXED | | ASIAN OR ASIAN BRITISH | | | |
| 9 White & Black Caribbean | 0% | 13 Indian | 0% | 16 Any other Asian | 0% |
| 10 White & Black African | 0% | 14 Pakistani | 0% | | |
| 11 White & Asian | 0% | 15 Bangladeshi | 0% | | |
| 12 Any other mixed | 0% | | | | |