

We surveyed 214 patients December 2013 to February 2014 offering patients the choice of filling out a survey when they arrived in reception for their appointment.

Long Lane Surgery

THE GP PATIENT SURVEY

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	19%
By phone	60%
Online	16%
No preference	5%

B. Getting through on the phone

Q2. In the past 6 months how easy have you found the following ?

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy
Speaking to a Doctor on the phone	13%	36%	40%	11%	0%

C. Telephone opening times

Following the last survey results the surgery now has its phones lines open over lunchtime.

Q3	Yes	No
Are you happy with the new telephone opening times?	97%	3%

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

Open at 8am X 1, Earlier than 8am X3, Later into the evening 6.30pm X3, Landline number 1, Evenings X1

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	83%
No	11%
Never tried	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	55%
No	8%
Never Tried	37%

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

Yes	64%
No	36%

Q7. If you wanted an appointment with a specific Doctor have you been able to book one?

Yes	72%
No	28%

E. Arriving for your appointment

Q8. How clean is the GP surgery ?

Very clean	70%
Fairly clean	29%
Not very clean	0.5%
Don't know	0.5%

Q9. How helpful do you find the receptionists at the Surgery ?

Very	73%
Fairly	25%
Not very	1.5%
Not at all	0.5%

Q10. How do you feel about how long you normally have to wait ?

1. I don't normally have to wait long	71%
2. I have to wait a bit too long	26%
3. I have to wait far too long	1.5%
4. No opinion/doesn't apply	1.5%

Q11. If you answered 2 or 3 did you get an explanation for your wait?

Yes 35%	No 65%
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F. Opening Hours

**Surgery opening times - Monday 08.30 – 17.30 Tuesday 08.30 – 19.30 Wednesday 08.30 – 12.30
Thursday 08.30 – 17.30 Friday 08.30 – 17.30 Saturday 08.30 – 11am**

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

Very	48%
Fairly	43%
Neither satisfied nor dissatisfied	7%
Quite dissatisfied	1%
Very dissatisfied	1%

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

Yes	46%
No	54%

Q14. If Yes what times?

Saturday Am X1, Evening X7, Early AM or Late PM X1, Weekends X2, Saturday afternoon, All weekend X3, Wednesday Afternoon X 4, Earlier X1

G. Your Overall Satisfaction

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

Very	67%
Fairly	31%
Neither satisfied nor dissatisfied	2.2%
Quite dissatisfied	0%
Very dissatisfied	0.5%

Q16. In general, how satisfied are you with the care you get from the Nurses at the Surgery ?

Very	80%
Fairly	16%
Neither satisfied nor dissatisfied	3%
Quite dissatisfied	0%
Very dissatisfied	1%

Q17. Would you recommend the Surgery to someone who has just moved to your local area.?

Yes	88%
Not sure	9%
Definitely not	0%
Don't know	3%

H. 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

Q18. Are you male or female ?

Male	33%
Female	67%

Q19. How old are you ?

Under 18	4%	55 - 64	14%
18 – 24	6%	65 - 74	15%
25 – 34	18%	75 - 84	6%
35 – 44	21%	85 and over	0%
45 – 54	16%		

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

Yes	79%
No	21%

Any other comments:

It's a shame all surgeries don't use your system
In general very satisfied
Very happy with the Doctors
Would like Doctors to listen more
Found Doctors, Nurses, Reception very helpful
Will always see poorly children
Better Out OF Hours Service
Friendly Human advice
Clock in waiting Area
Overall very happy with service
I have no complaints very helpful
Thank you for a great service
Overall fairly good
Book with a specific Doctor a week or two in advance
First class
Doctors, Nurses, Reception very helpful
Generally satisfied
Great surgery best I've been to
Very satisfied
Overall a good doctors practice
Always a top notch service