

Wansford Surgery Patient Survey 2014

As part of our efforts to improve our services to patients, the Patients Association is encouraging patients to give their views about how the practice is doing. They would like to be able to ask the opinions of as many patients as possible. Please answer all the questions below by putting an x in ONE BOX for each question. We will keep your answers completely confidential.

Q1 How helpful do you find the receptionists at the GP surgery?

Very helpful.....	81.07%	Not very helpful	1.94%
Fairly helpful	16.99%	Not at all helpful.....	0.0%

Q2 When you rang the surgery for an appointment, how easy did you find the following? Please put an x in one box on each row

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	6.44%	37.13%	36.81%	13.86%	3.47%	0.5%
Speaking to a doctor on the phone	31.89%	18.92%	24.86%	9.73%	3.78%	10.81%
Speaking to a nurse on the phone	34.24%	26.63%	19.57%	4.35%	0.54%	14.67%
Getting test results on the phone	42.93%	21.20%	13.59%	3.80%	0.54%	17.93%

Q3 Have you tried to access a doctor or a nurse quickly? (by quickly we mean on the same day or within two days that the GP surgery was open)

Yes	70.73%	No	29.27%
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Q4 On that occasion, how did you make contact with your doctor or nurse?

I telephoned the surgery and made an appointment to see the doctor or nurse.....	54.42%
The doctor/nurse rang me back.....	42.18%
I was not able to contact a doctor/nurse or other health professional.....	3.40%

Q5 Have you tried to book ahead for an appointment with a doctor? (by 'booking ahead' we mean booking an appointment more than two full days in advance)

Yes	87.13%	No	9.9%	I can't remember.....	2.97%
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Q6 Last time you tried were you able to get an appointment with a doctor more than two full days in advance?

Yes	78.95%	No	16.32%	I can't remember.....	4.74%
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Q7 Is there a particular doctor you prefer to see at your GP surgery?

Yes	71%	No.....	29%	
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Q8 If yes, how long does it take to see the doctor you prefer to see at your surgery?

1-5 days.....	16.88%	1-2 weeks.....	57.14%	Longer than 2 weeks.....	20.78%	I don't have to wait.....	5.19%
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Q9 How satisfied are you with the hours that your GP surgery is open?

Very satisfied.....	53.03%	Fairly dissatisfied.....	3.03%
Fairly satisfied	35.35%	Very dissatisfied	1.01%

Neither satisfied nor dissatisfied.....	6.06%	I am not sure when my GP surgery is open	1.52%
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Q10 If you would like to comment on the hours that your GP surgery is open please do so in the box below.

Please answer the next questions about the last time you saw a doctor at the surgery.

Q11 GP appointments are booked to last 10 minutes, although longer appointments can be arranged. Thinking about the last time you saw a doctor at your GP surgery, how good was the doctor at each of the following? Please put an x in one box for each row.

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	72.96%	21.43%	4.59%	1.02%	0%	0%
Asking about your symptoms	74.74%	22.68%	2.58%	0%	0%	0%
Listening to you	75.38%	20.51%	3.08%	0.51%	0%	0.51%
Explaining tests and treatment	71.35%	18.54%	3.37%	0.56%	0%	6.18%
Involving you in decisions about your care	68.55%	18.87%	1.89%	1.89%	0%	8.81%
Treating you with care and concern	76.68%	19.17%	3.63%	0.52%	0%	0%
Taking your problems seriously	75.26%	20%	3.68%	1.05%	0%	0%

Q12 Did you have confidence and trust in the doctor you saw? If the answer is no, would you like to add comments?

Yes, definitely	87.5%	No, not at all.....	0.52%
Yes, to some extent	11.46%	Don't know/can't say	0.52%
Comments			

Q13 Have you seen a practice nurse at the surgery? Yes 89.5% No 10.5%

Q14 How easy is it to get an appointment with a practice nurse at the surgery?

Haven't tried	5.64%	Fairly easy	51.28%	Not at all easy	1.03%
Very easy.....	33.85%	Not very easy	2.56%	I don't know.....	5.64%

Q15 Thinking about the last time you saw a practice nurse at your GP surgery, how good was the practice nurse at each of the following? Please put an x in one box for each row.

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	69.52%	21.39%	2.67%	0%	0.53%	5.88%
Asking about your symptoms	57.14%	22.53%	5.49%	0.55%	0%	14.29%
Listening to you	61.96%	22.83%	5.43%	0%	0.54%	9.24%
Explaining tests and treatment	56.32%	24.14%	2.87%	0.57%	0.57%	15.52%
Involving you in decisions about your care	53.61%	22.29%	4.22%	0.6%	0.6%	18.67%
Treating you with care and concern	65.76%	22.83%	3.26%	3.26%	0%	1.09%
Taking your problems seriously	61.45%	21.23%	5.59%	0%	0.56%	11.17%

Q16 Is it easy to order repeat prescriptions? Yes 97.04% No 2.96%

Q17 If the answer is no, please explain your concerns about ordering repeat prescriptions in the box below.

Q18 Do you use the practice website for any of the following:

Read about services available in the surgery.....	32.47%	Read information for example practice newsletter, Patients Association information, health news	14.29%
To order repeat prescriptions	42.86%	Making appointments	10.39%

Q19 Is there anything you would like to see on the practice website? Please specify what information you would like to be able to access.

Q20 Would you like more information about the Patients Association?

Yes please.....	23.24%	No thanks	76.76%
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This additional information will help to make sure we try to speak to a representative sample of the patients who are registered at this practice.

Q21 Are you male or female?

Male.....	37.06%	Female ..	62.34%	
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Q22 What is your age?

Under 16	0%	35-44	7.07%	65-74.....	25.76%
17-24	2.02%	45-54	21.72%	75-84.....	13.64%
25-34	9.60%	55-64	14.65%	Over 84	5.56%

Q23 Do you consider yourself to have a disability?

Yes	16.76%	No	83.24%	
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Q24 What is your ethnic origin?

White British	94.44%	Mixed (Other)	0.0%	Asian or Asian British - Bangladeshi.....	0.0%
White Irish	2.02%	Black or Black British - African	0.5%	Asian Other.....	0.0%
White Other	3.03%	Black or Black British - Caribbean	0.0%	Chinese	0.0%
Mixed (White and Black African)	0.51%	Black Other	0.5%	Any other ethnic group	0.0%
Mixed (White and Black Caribbean)	0.0%	Asian or Asian British - Indian	0.0%		
Mixed (White and Asian)	0.5%	Asian or Asian British - Pakistani	0.0%		

If 'other' please write here

Q25 How would you describe how often you come to the practice?

Regularly.....	36.87%	Occasionally.....	47.98%	Very rarely	15.15%
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Q26 Are you a carer?

Yes	11.05%	No.....	88.95%
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Thank you for taking part in this survey. Your participation in this survey helps with continuing efforts to provide compassionate, professional healthcare which meets the highest standards.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 give you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.