

**Dr Moss and Partners Patient****Survey 2013**

258 patients took part in the survey (1.66% of the practice population)

Gender		Male <b>38%</b>	Female <b>57%</b>	No Answer <b>3%</b>						
Age	< 16 <b>3%</b>	17-24 <b>6%</b>	25-34 <b>14%</b>	35-44 <b>20%</b>	45-54 <b>16%</b>	55-64 <b>14%</b>	65-74 <b>13%</b>	75-84 <b>9%</b>	>84 <b>0%</b>	No Answer <b>3%</b>
Ethnicity	White British <b>84%</b>	White Irish <b>1%</b>	White Other <b>4%</b>	Mixed Carib <b>1%</b>	Mixed African <b>1%</b>	Bangladeshi <b>1%</b>	Chinese <b>1%</b>	Other <b>1%</b>	No Answer <b>7%</b>	
How many times have you visited the practice in the last year?	Once <b>8%</b>	2 to 3 times <b>27%</b>	4 to 5 times <b>27%</b>	> 5 times <b>36%</b>	No Answer <b>2%</b>					
How easy did you find it getting through on the telephone to book your appointment for today?	Difficult <b>6%</b>	Satisfactory <b>54%</b>	Easy <b>27%</b>	n/a booked in person <b>10%</b>	n/a book on internet <b>1%</b>	No Answer <b>1%</b>				
When you booked you appointment today was it ?	Urgent <b>24%</b>	Non Urgent <b>41%</b>	Routine <b>34%</b>	No Answer <b>1%</b>						
	Yes	No	No Answer							

Were you able to book an urgent appointment that met your requirements?	<b>67%</b>	<b>4%</b>	<b>28%</b>		
	Yes	No	No Answer		
If you needed an urgent appointment were you seen within 24 hours?	<b>60%</b>	<b>7%</b>	<b>32%</b>		
	Book in advance of the day	Phone at 8 on the day	Phone later than 8	Book over internet	No Answer
If you wanted a non-urgent appointment or routine appointment did you?	<b>71%</b>	<b>7%</b>	<b>8%</b>	<b>3%</b>	<b>11%</b>
	Yes	No	n/a	No Answer	
Did you ask to see a named GP?	<b>50%</b>	<b>45%</b>	<b>3%</b>	<b>1%</b>	
	Yes	No	n/a	No Answer	
Did you actually see the named GP?	<b>50%</b>	<b>13%</b>	<b>14%</b>	<b>21%</b>	
	Yes	No	No Answer		
Were you able to book an appointment that met your requirements?	<b>94%</b>	<b>3%</b>	<b>3%</b>		
	Yes	No	No Answer		
Are you satisfied with the Practice opening times?	<b>95%</b>	<b>4%</b>	<b>1%</b>		
	In person	Online	Via Pharmacy	Telephone	No Answer
How do you order your repeat prescription?	<b>31%</b>	<b>7%</b>	<b>20%</b>	<b>30%</b>	<b>19%</b>

Information and advice	Help to manage health	Info on prevention	Services available	General info on staff	Info on support groups	Other	No Answer	
	<b>53%</b>	<b>37%</b>	<b>26%</b>	<b>16%</b>	<b>16%</b>	<b>2%</b>	<b>16%</b>	
How would you like to be given the info?	From nurse/dr	Notice board/posters	TV screens	Practice leaflet	Newsletter	Website	Other	No Answer
	<b>47%</b>	<b>21%</b>	<b>13%</b>	<b>25%</b>	<b>22%</b>	<b>18%</b>	<b>2%</b>	<b>20%</b>
How do you feel about existing info?	Excellent	Good	Satisfactory	Poor	No Answer			
	<b>30%</b>	<b>50%</b>	<b>15%</b>	<b>1%</b>	<b>5%</b>			
Who did you see today?	Doctor	Nurse Practitioner	Practice Nurse	No Answer				
	<b>75%</b>	<b>9%</b>	<b>8%</b>	<b>10%</b>				
Why did you see the doctor/nurse today?	Advice	Ongoing problem	Treatment	One-off	Routine	No Answer		
	<b>19%</b>	<b>45%</b>	<b>24%</b>	<b>21%</b>	<b>15%</b>	<b>2%</b>		
How good was doctor/nurse at making you feel at ease?	Excellent	Good	Satisfactory	Poor	No Answer			
	<b>69%</b>	<b>23%</b>	<b>1%</b>	<b>0%</b>	<b>7%</b>			
How good was the doctor/nurse at listening to you?	Excellent	Good	Satisfactory	Poor	No Answer			
	<b>71%</b>	<b>20%</b>	<b>2%</b>	<b>0%</b>	<b>7%</b>			
	Excellent	Good	Satisfactory	Poor	No Answer			

Care/concern shown by doctor/nurse was?	<b>69%</b>	<b>20%</b>	<b>1%</b>	<b>0%</b>	<b>10%</b>	
	Excellent	Good	Satisfactory	Poor	N/A	No Answer
Doctors/nurses ability to assess condition was?	<b>61%</b>	<b>26%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>6%</b>
	Excellent	Good	Satisfactory	Poor	N/A	No Answer
Doctors/nurses explanation of condition/treatment was?	<b>56%</b>	<b>28%</b>	<b>5%</b>	<b>0%</b>	<b>4%</b>	<b>7%</b>
	Yes	No	No Answer			
Are you confident in doctors/nurse ability to provide care?	<b>93%</b>	<b>1%</b>	<b>6%</b>			
	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	No Answer
I would be happy to see this doctor/nurse again?	<b>70%</b>	<b>22%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>
	Yes	No	N/A	No Answer		
Discussions in last 12 months about long term condition?	<b>51%</b>	<b>16%</b>	<b>18%</b>	<b>14%</b>		
	Yes	No	N/A	No Answer		
Has this helped you improve management of condition?	<b>56%</b>	<b>6%</b>	<b>22%</b>	<b>16%</b>		
	Yes	No	N/A	No Answer		
Did you take away written information on how to manage condition?	<b>13%</b>	<b>49%</b>	<b>24%</b>	<b>14%</b>		
	Excellent	Good	Satisfactory	Poor	No Answer	

The cleanliness of the Practice is?	<b>56%</b>	<b>34%</b>	<b>4%</b>	<b>0%</b>	<b>5%</b>
	Excellent	Good	Satisfactory	Poor	No Answer
The facilities available in the practice are?	<b>52%</b>	<b>37%</b>	<b>6%</b>	<b>1%</b>	<b>5%</b>
	Yes	No	No Answer		
Do you feel physically safe in the practice at all times?	<b>93%</b>	<b>1%</b>	<b>5%</b>		
	Classical	Popular	Middle of the road	Other	No Answer
What choice of music would you like playing in the waiting areas?	<b>29%</b>	<b>36%</b>	<b>28%</b>	<b>7%</b>	<b>8%</b>