

Patient Survey 2014

230 patients responded (1.45% of the practice population)

Gender	Male 33.48%	Female 60.87%	No Answer 5.65%							
Age	< 16 3%	17-24 13%	25-34 7%	35-44 13%	45-54 22%	55-64 17%	65-74 15%	75-84 5%	> 85 1%	
Ethnicity	White British 86.09%	White Irish 0.43%	White Other 3.04%	Mixed Carib 0.43%	Indian 0.43%	Bangladeshi 0.43%	African 0.43%	Chinese 0.87%	Other 0.87%	Not Stated 6.96%
How many times have you visited the practice in the last year?	Once 10%	2 to 3 times 33%	4 to 5 times 19%	> 5 times 37%						
How easy did you find it getting through on the telephone to book your appointment for today?	Difficult 10%	Satisfactory 51%	Easy 22%	n/a booked in person 11%	n/a book on internet 5%					
When you booked you appointment today was it ?	Urgent 16%	Non Urgent 41%	Routine 42%	No Answer 1%						
Were you able to book an urgent appointment that met your requirements?	Yes 57%	No 10%	No Answer 33%							
If you needed an urgent appointment were you seen within 24 hours?	Yes 49%	No 7%	No Answer 34%							
	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?	69%	7%	7%	7%	10%		
Did you ask to see a named GP?	Yes 58%	No 37%	n/a 3%	No Answer 2%			
Did you actually see the named GP?	Yes 57%	No 10%	n/a 21%	No Answer 12%			
Were you able to book an appointment that met your requirements?	Yes 93%	No 3%	No Answer 4%				
Would you like to book appointments earlier than currently possible?	Yes 46%	No 45%	No Answer 9%				
Are you satisfied with the Practice opening times?	Yes 90%	No 7%	No Answer 3%				
How do you order your repeat prescription?	In person 28%	Online 12%	Via Pharmacy 20%	Telephone 16%	No Answer 25%		
Information and advice	Help to manage health 47%	Info on prevention 40%	Services available 22%	General info on staff 18%	Info on support groups 20%	Other 5%	
How would you like to be given the info?	From nurse/dr 52%	Notice board/posters 17%	TV screens 13%	Practice leaflet 20%	Newsletter 18%	Website 28%	Other 2%
How do you feel about existing info?	Excellent 30%	Good 48%	Satisfactory 13%	Poor 1%	No Answer 8%		

	Not Applicable	Info about web sites	Info about education classes/groups	Other	No Answer	
If newly diagnosed with a chronic condition what types of info were you given?	66%	6%	3%	1%	24%	
	Doctor	Nurse Practitioner	Practice Nurse	No Answer		
Who did you see today?	78%	8%	13%	1%		
	Advice	Ongoing problem	Treatment	One-off	Routine	
Why did you see the doctor/nurse today?	18%	44%	27%	18%	15%	
	Excellent	Good	Satisfactory	Poor	No Answer	
How good was doctor/nurse at making you feel at ease?	65%	20%	5%	0%	9%	
	Excellent	Good	Satisfactory	Poor	No Answer	
How good was the doctor/nurse at listening to you?	67%	21%	3%	1%	8%	
	Excellent	Good	Satisfactory	Poor	No Answer	
Care/concern shown by doctor/nurse was?	64%	23%	6%	0%	8%	
	Excellent	Good	Satisfactory	Poor	N/A	No Answer
Doctors/nurses ability to assess condition was?	52%	28%	7%	0%	5%	9%
	Excellent	Good	Satisfactory	Poor	N/A	No Answer
Doctors/nurses explanation of condition/treatment was?	49%	27%	7%	1%	7%	8%
	Yes	No	No Answer			
Are you confident in doctors/nurse ability to provide care?	91%	1%	8%			

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	No Answer
I would be happy to see this doctor/nurse again?	65%	25%	3%	0%	0%	7%
Discussions in last 12 months about long term condition?	Yes 46%	No 16%	N/A 28%	No Answer 10%		
Has this helped you improve management of condition?	Yes 52%	No 5%	N/A 32%	No Answer 11%		
Did you take away written information on how to manage condition?	Yes 11%	No 42%	N/A 34%	No Answer 12%		
The cleanliness of the Practice is?	Excellent 56%	Good 34%	Satisfactory 4%	Poor 0%	No Answer 6%	
The facilities available in the practice are?	Excellent 50%	Good 39%	Satisfactory 4%	Poor 1%	No Answer 6%	
Do you feel physically safe in the practice at all times?	Yes 93%	No 1%	No Answer 6%			