

Patient Survey January 2015

Dear Patient,

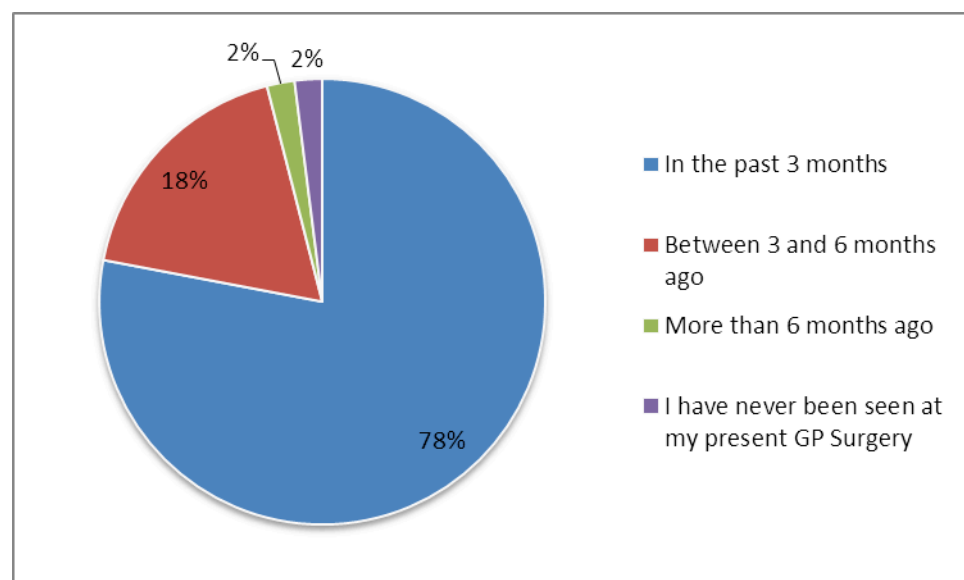
Many thanks for agreeing to take part in this survey to help us understand how our Practice performs and if there are any areas that we may be able to improve on.

Number of Responses:**51**

Appointments.

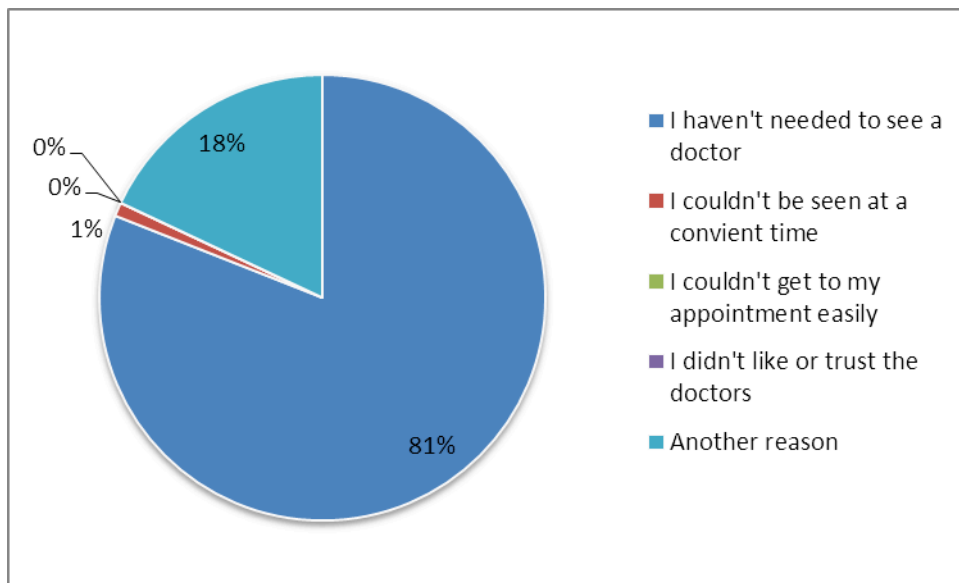
Q1. When did you last see a Doctor at the GP Surgery?

In the past 3months	78%
Between 3 and 6 months ago	18%
More than 6months ago	2%
I have never been seen at my present GP Surgery	2%



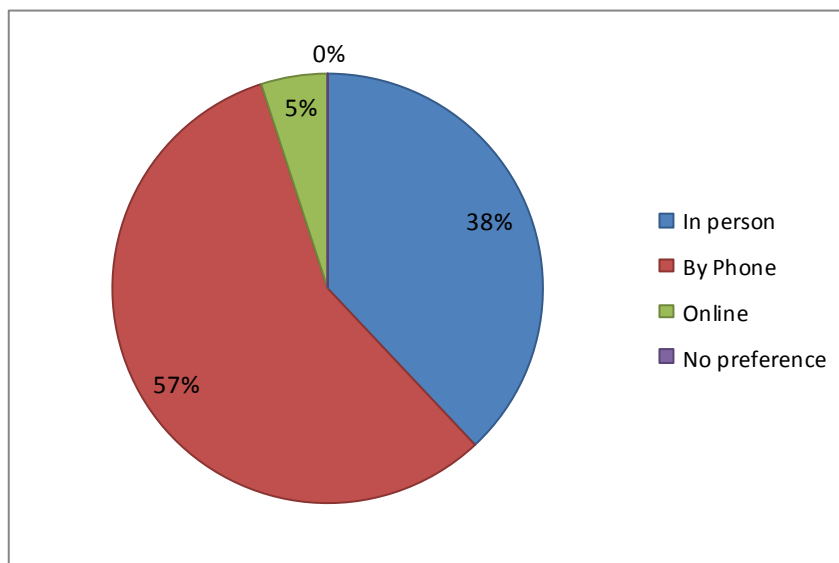
Q2. If you haven't seen a doctor in the past 6 months, why is that?

I haven't needed to see a doctor	81%
I couldn't be seen at a convenient time	1%
I couldn't get to my appointment easily	0%
I didn't like or trust the doctors	0%
Another reason	18%



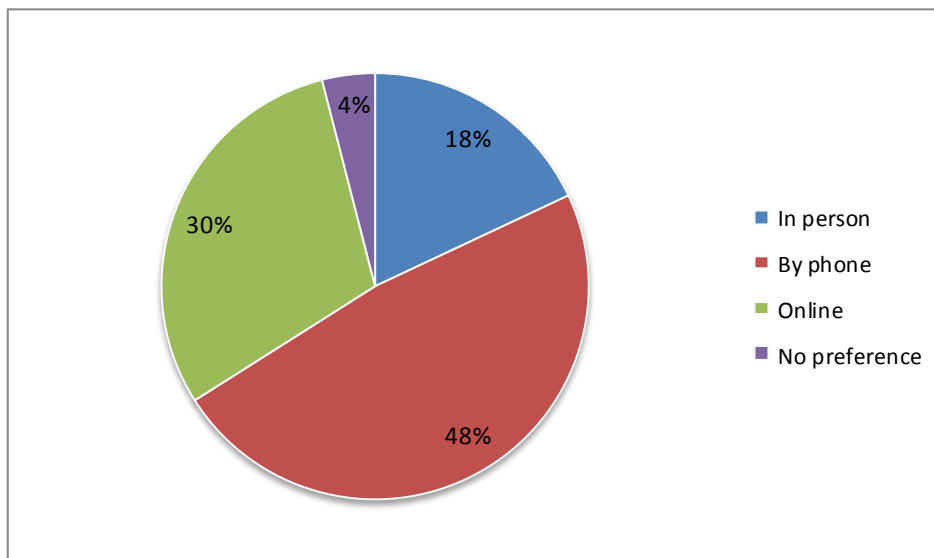
Q3. How do you normally book your appointments to see a doctor or nurse at the Surgery?

In person	38%
By Phone	57%
Online	5%
No preference	0%



Q4. Which of the following methods would you prefer to use to book an appointment at the Surgery?

In person	18%
By phone	48%
Online	30%
No preference	4%

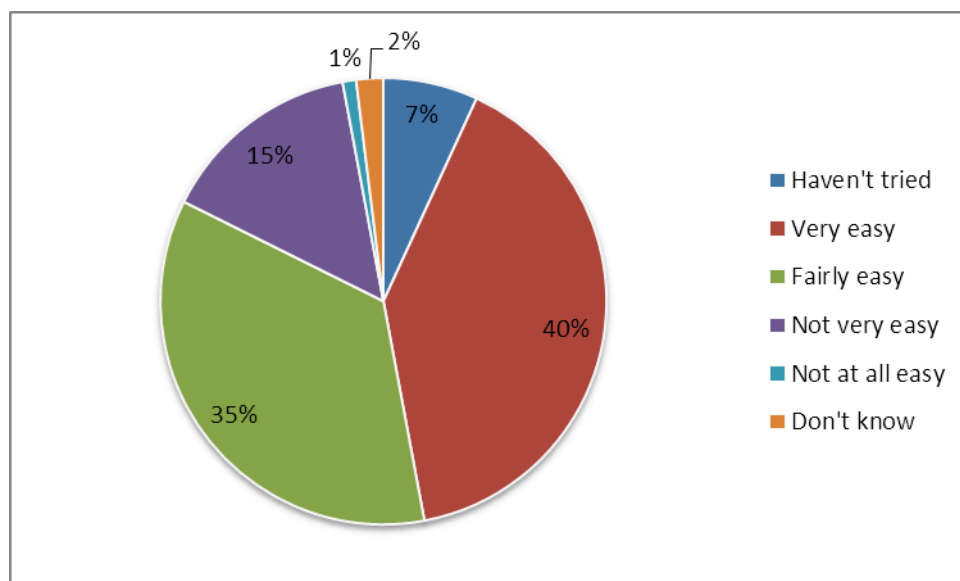


Getting through on the phone.

Q5. In the past 6 months how easy have you found the following?

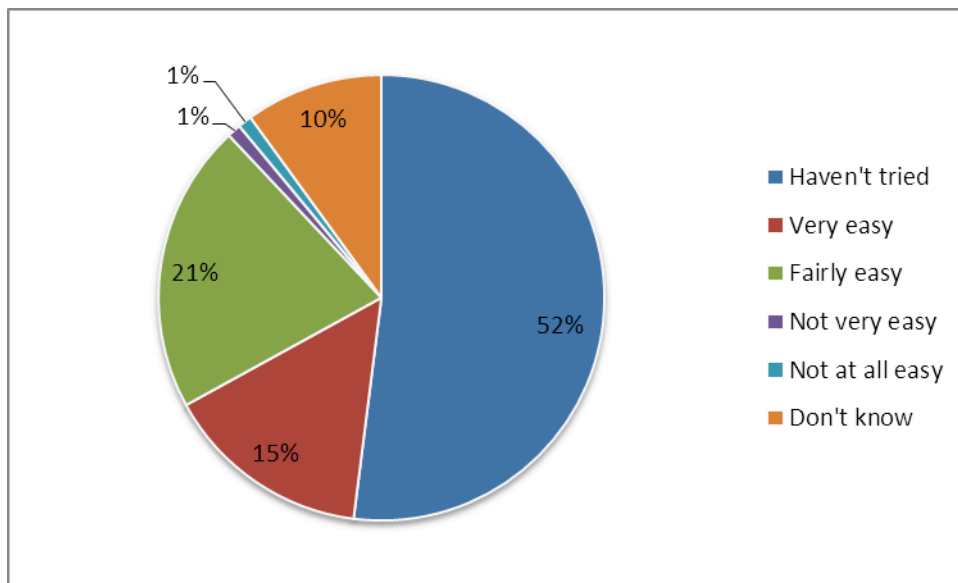
- Getting through on the phone**

Haven't tried	7%
Very easy	41%
Fairly easy	36%
Not very easy	15%
Not at all easy	1%
Don't know	2%



- Speaking to a Doctor on the phone**

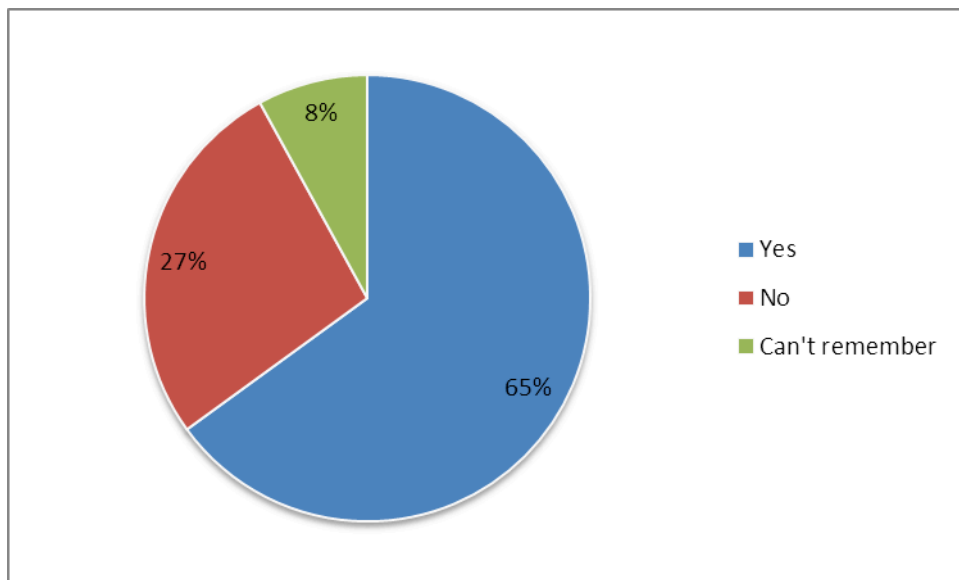
Haven't tried	52%
Very easy	15%
Fairly easy	21%
Not very easy	1%
Not at all easy	1%
Don't know	10%



Seeing a doctor.

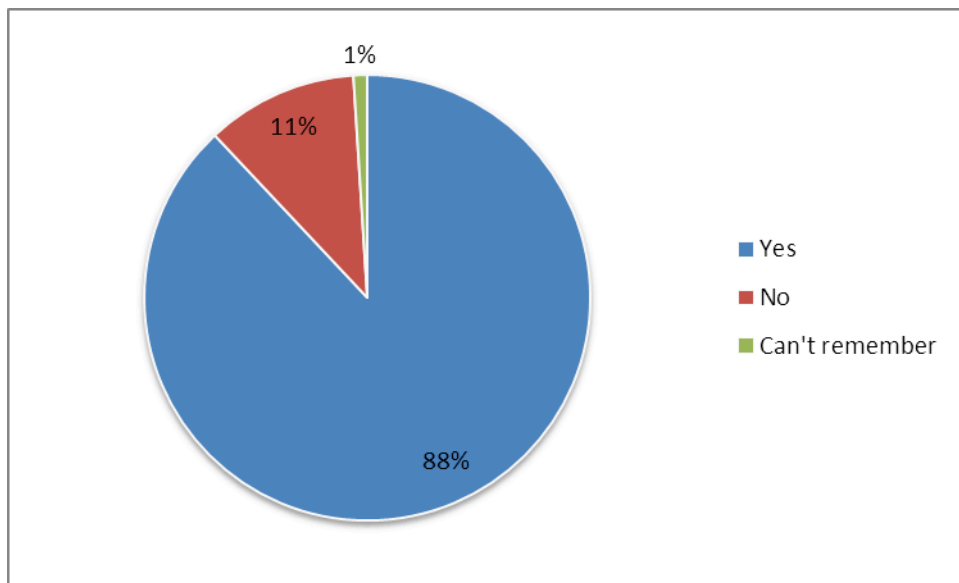
Q6. In the past 6 months have you tried to see a Doctor fairly quickly?

Yes	65%
No	27%
Can't remember	8%



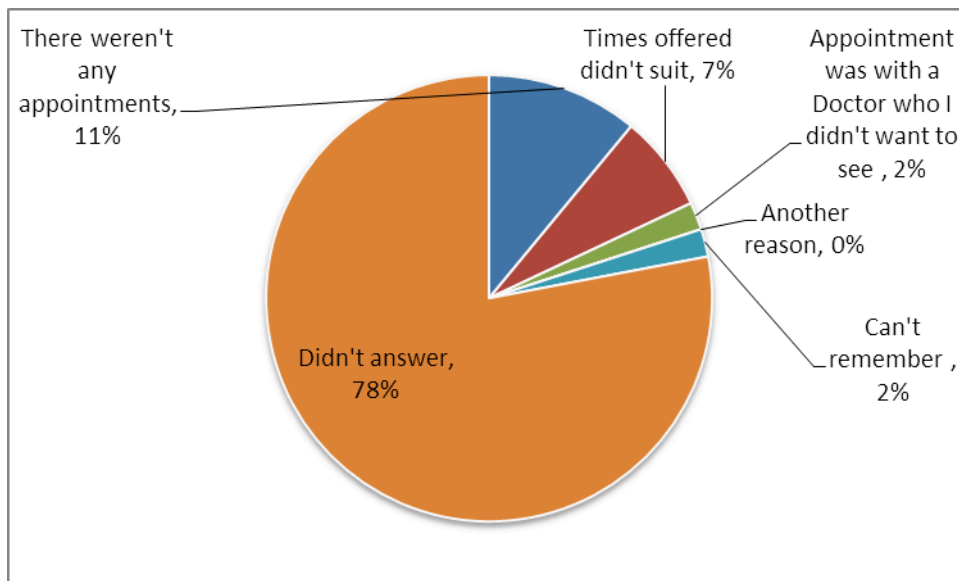
Q7. Thinking about the last time you tried to see a doctor fairly quickly – were you able to see a doctor on the same day or in the next two weekdays that the GP Surgery was open?

Yes	88%
No	11%
Can't remember	1%



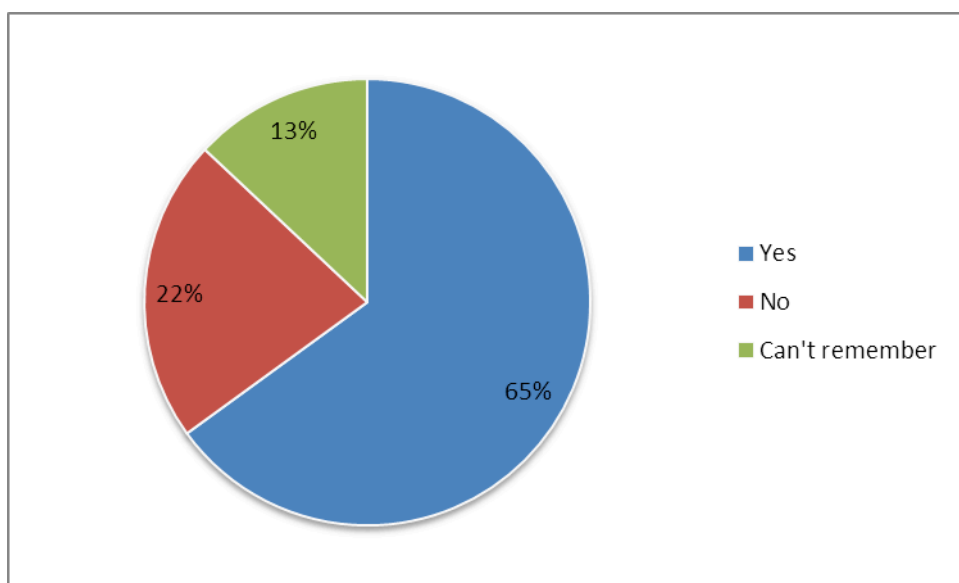
Q8. If you weren't able to be seen during the next 2 weekdays that the GP Surgery was open, why was that?

There weren't any appointments	11%
Times offered didn't suit	7%
Appointment was with a Doctor who I didn't want to see	2%
Another reason	0%
Can't remember	2%
Didn't answer	78%



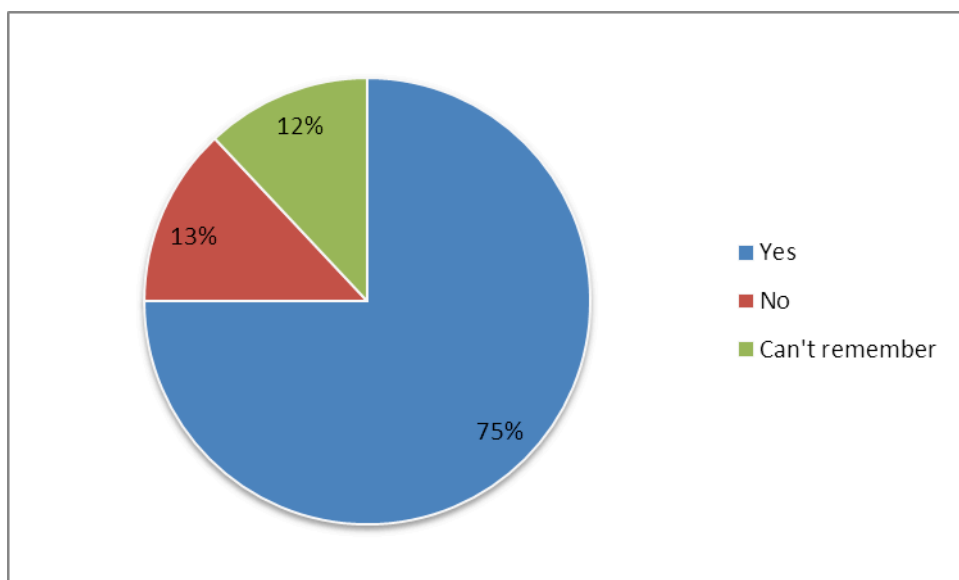
Q9. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?

Yes	65%
No	22%
Can't remember	13%



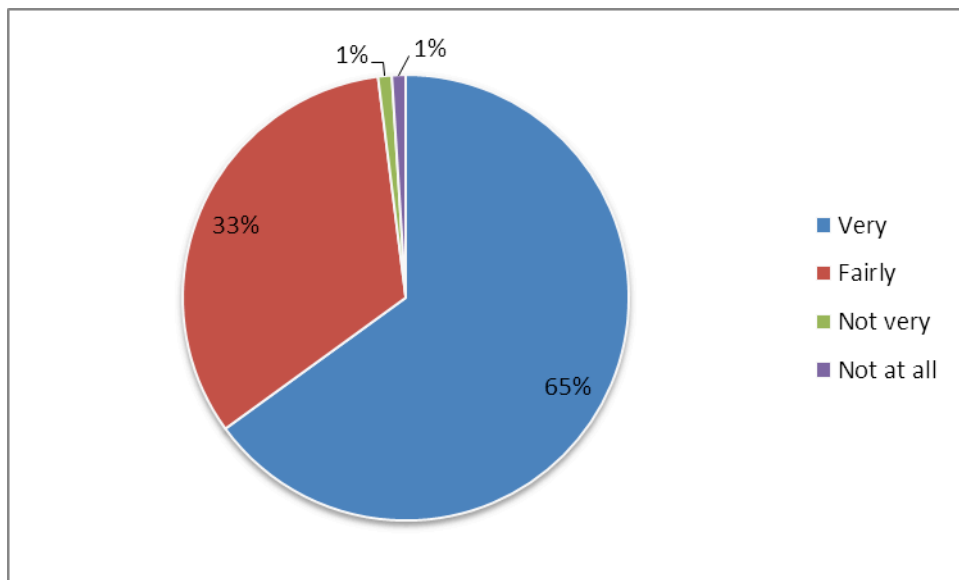
Q10. Last time you tried, were you able to get an appointment with a Doctor more than 2 weekdays in advance?

Yes	75%
No	13%
Can't remember	12%



Q11. How helpful do you find the receptionists at the Surgery?

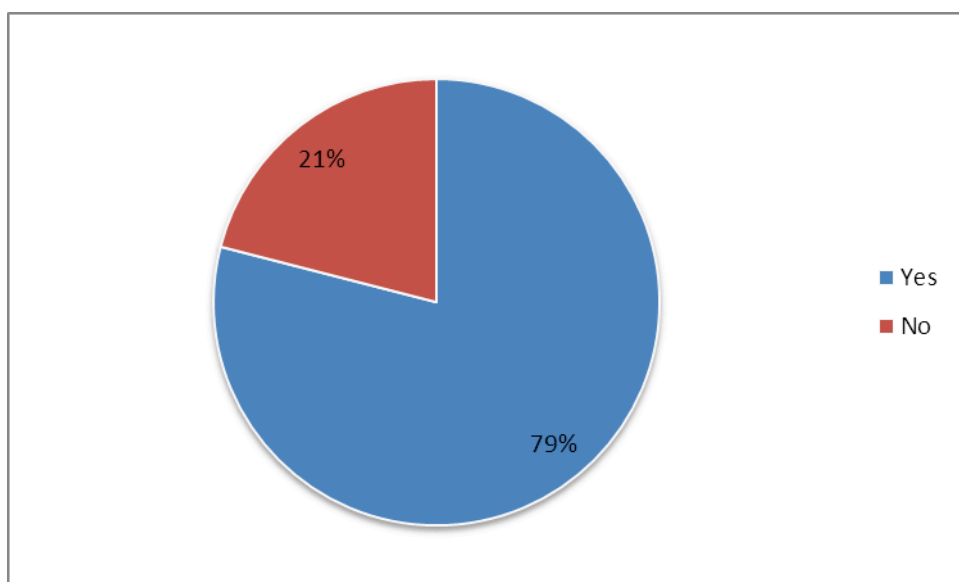
Very	65%
Fairly	33%
Not very	1%
Not at all	1%



Seeing the Doctor you prefer.

Q12. Is there a particular Doctor you prefer to see at the GP Surgery?

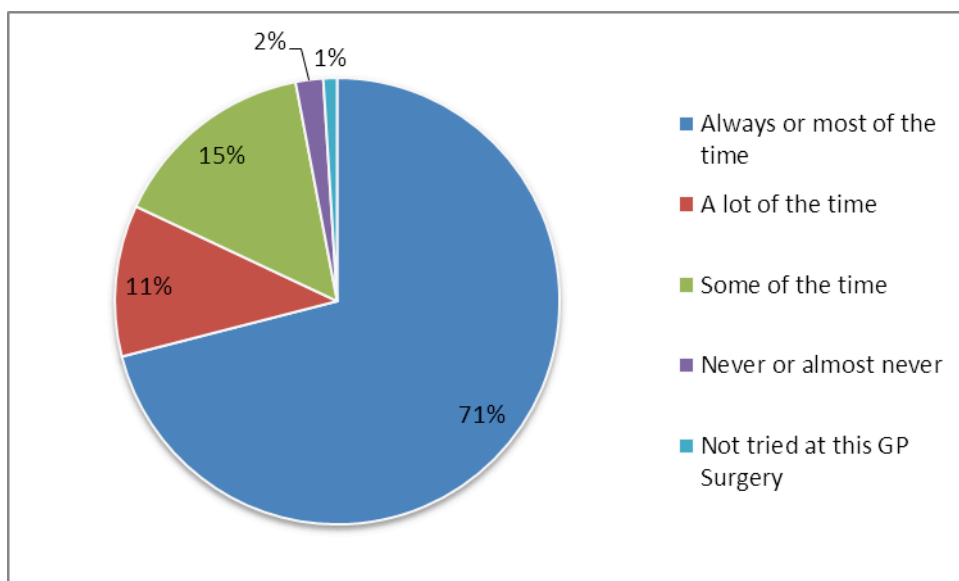
Yes	79%
No	21%



Q13. How often do you see the Doctor you prefer?

Always or most of the time	71%
A lot of the time	11%

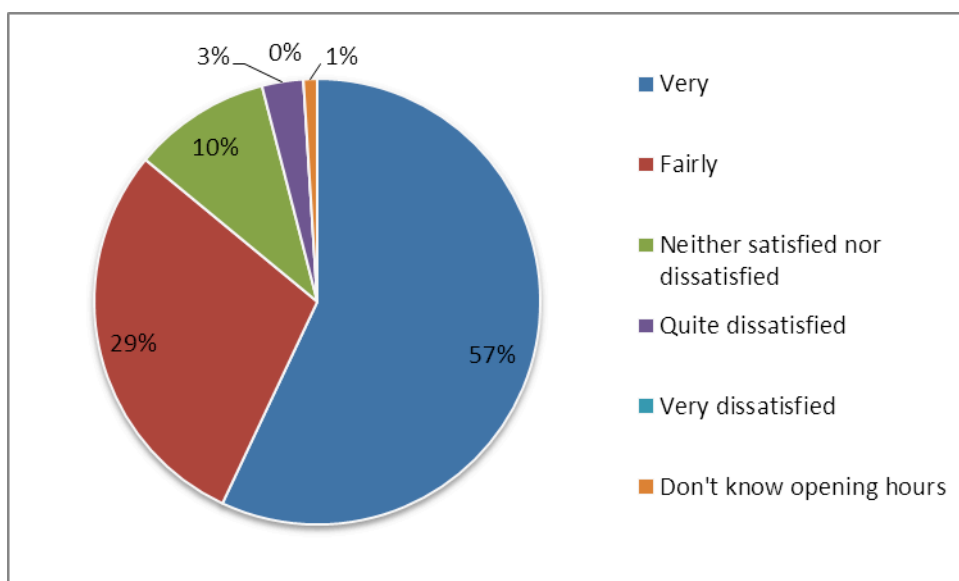
Some of the time	15%
Never or almost never	2%
Not tried at this GP Surgery	1%



Opening Hours

Q14. How satisfied are you with the opening hours at the surgery?

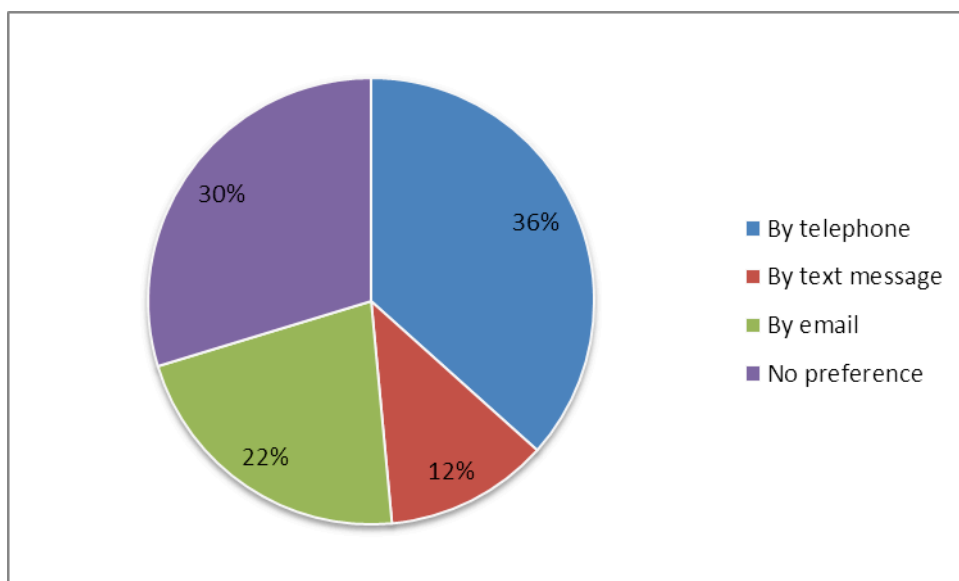
Very	57%
Fairly	29%
Neither satisfied or dissatisfied	10%
Quite dissatisfied	3%
Very dissatisfied	0%
Don't know opening hours	1%



Q15. How would you prefer the surgery contact you?

By telephone	37%
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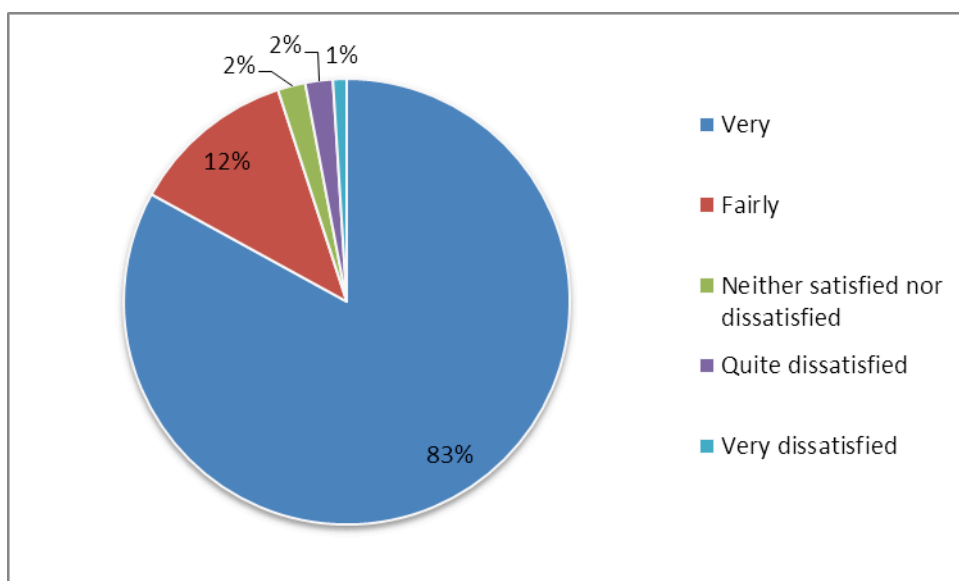
By text message	12%
By email	22%
No preference	30%



Your overall satisfaction.

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

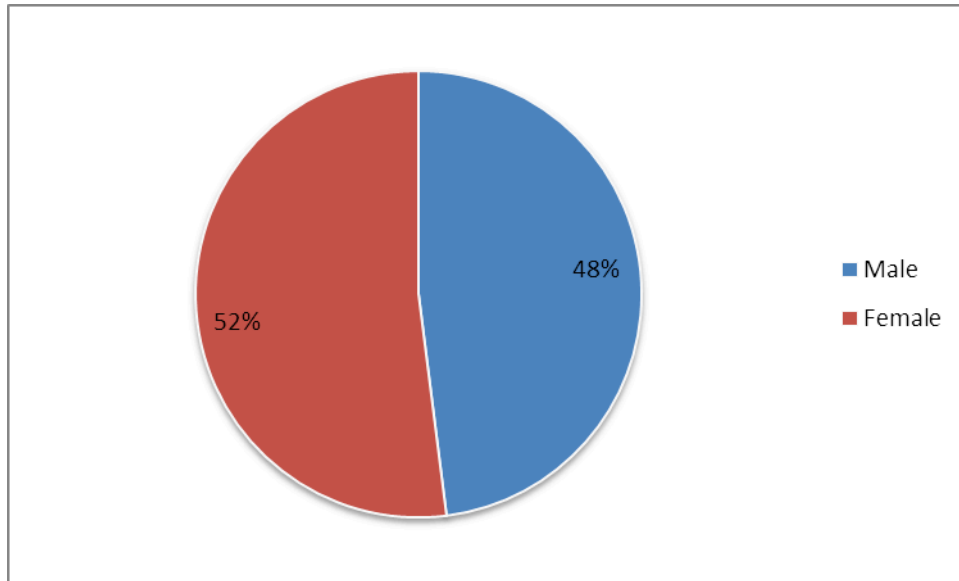
Very	83%
Fairly	12%
Neither satisfied nor dissatisfied	2%
Quite dissatisfied	2%
Very dissatisfied	1%



Some questions about you.

Q17. Are you male or female?

Male	48%
Female	52%



Q18. How old are you?

Under 18	0%
18-24	3%
25-34	5%
35-44	10%
45-54	24%
55-64	19%
65-74	21%
75-84	17%
85 and over	1%

