**Patient Survey March 2016**

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:**76**

**Appointments.**

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

In the past 3months 69%

Between 3 and 6 months ago 23%

More than 6months ago 3%

I have never been seen at my present GP Surgery 5%

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

I haven’t needed to see a doctor 84%

I couldn’t be seen at a convenient time 16%

I couldn’t get to my appointment easily 0%

I didn’t like or trust the doctors 0%

Another reason 0%

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

In person 21%

By Phone 53%

Online 26%

No preference 0%

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

In person 17%

By phone 45%

Online 36%

No preference 2%

Digital TV 0%

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 6%

Very easy 31%

Fairly easy 35%

Not very easy 23%

Not at all easy 4%

Don’t know 1%

* **Speaking to a Doctor on the phone**

Haven’t tried 49%

Very easy 13%

Fairly easy 13%

Not very easy 6%

Not at all easy 1%

Don’t know 18%

Seeing a doctor.

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

Yes 70%

No 26%

Can’t remember 4%

**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 81%

No 15%

Can’t remember 4%

**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 9%

Times offered didn’t suit 4%

Appointment was with a Doctor who I didn’t want to see 3%

Another reason 1%

Can’t remember 0%

Didn’t answer 83%

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

Yes 75%

No 22%

Can’t remember 3%

**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 66%

Fairly 31%

Not very 3%

Not at all 0%

Seeing the Doctor you prefer.

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

Yes 69%

No 31%

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

Always or most of the time 71%

A lot of the time 16%

Some of the time 12%

Never or almost never 1%

Not tried at this GP Surgery 0%

Opening Hours

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

Very 55%

Fairly 29%

Neither satisfied or dissatisfied 11%

Quite dissatisfied 1%

Very dissatisfied 0%

Don’t know opening hours 4%

**Q15. How would you prefer the surgery contact you?**

By telephone 37%

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 85%

Fairly 11%

Neither satisfied nor dissatisfied 3%

Quite dissatisfied 1%

Very dissatisfied 0%

Some questions about you.

**Q17. Are you male or female?**

Male 54%

Female 46%

**Q18. How old are you?**

Under 18 1%

* 1. 4%
  2. 4%
  3. 8%
  4. 22%
  5. 19%
  6. 22%
  7. 16%

85 and over 4%