




Patient Questionn





[Type text]

1. Accessing your surgery





1. The last time you needed to see a doctor or nurse how did you book?

			Response Percent	Response Total
1	Use telephone consultation		64.29%	99
2	Booked an appointment within 2 days		12.34%	19
3	Booked a pre-bookable appointment		23.38%	36
			answered	154
			skipped	1





2. How long ago did you need to see the doctor or nurse?

			Response Percent	Response Total
1	In the past 3 months		67.97%	104
2	Between 3-6 months		13.73%	21
3	Between 6-12 months		11.11%	17
4	More than 12 months		7.19%	11
			answered	153
			skipped	2





3. When Booking an appointment, generally how easy is it to speak to someone on the phone?

			Response Percent	Response Total
1	Very easy		44.37%	67
2	Fairly easy		39.07%	59
3	Not very easy		14.57%	22
4	Not easy at all		1.99%	3
5	have not tried		0.00%	0
			answered	151
			skipped	4
Answers for: Comments:			<i>0 answers</i>	
No answers found.				

4. In the reception area, can other patients overhear what you say to the receptionist?






			Response Percent	Response Total
1	Yes, but i don't mind		66.67%	102
2	Yes, and I'm not happy about it		11.76%	18
3	No, other patients cant overhear		5.23%	8
4	Don't know		16.34%	25
			answered	153
			skipped	2

5. How helpful do you find the receptionist's, in general at you GP surgery?





			Response Percent	Response Total
1	Very helpful		57.24%	87
2	Fairly helpful		38.82%	59
3	Not very helpful		1.97%	3
4	Not at all helpful		0.00%	0
5	Don't know		1.97%	3
			answered	152
			skipped	3
Answers for: Comments:			<i>0 answers</i>	
No answers found.				

2. Making an appointment





6. How long after initially contacting the surgery did you actually see or speak to doctor/nurse?

			Response Percent	Response Total
1	On the same day		62.84%	93
2	On the next working day		6.08%	9
3	A few days later		13.51%	20
4	A week or more later		14.86%	22
5	Can't remember		2.70%	4
			answered	148
			skipped	7





7. If you were not able to get an appointment or the appointment you were offered wasn't convenient, why was that?

			Response Percent	Response Total
1	Spoke to doctor on the phone		44.25%	50
2	There wasn't any appointments for the day i wanted		33.63%	38
3	There wasn't any appointments for the time i wanted		14.16%	16
4	I couldn't see my preferred GP		11.50%	13
			answered	113
			skipped	42

8. If you spoke to a doctor on the phone, did you:

			Response Percent	Response Total
1	Get an appointment to go to the surgery on the day		55.67%	54
2	Get an appointment to go to the surgery on another day to suit		26.80%	26
3	Receive advice and a prescription		14.43%	14
4	receive advice		5.15%	5
			answered	97
			skipped	58

9. Were you satisfied with speaking to a doctor on the phone?

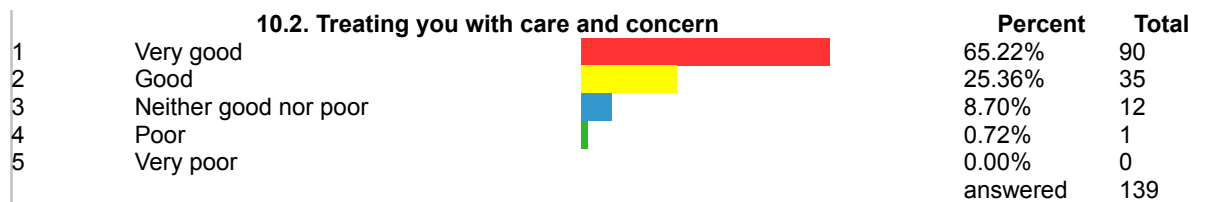
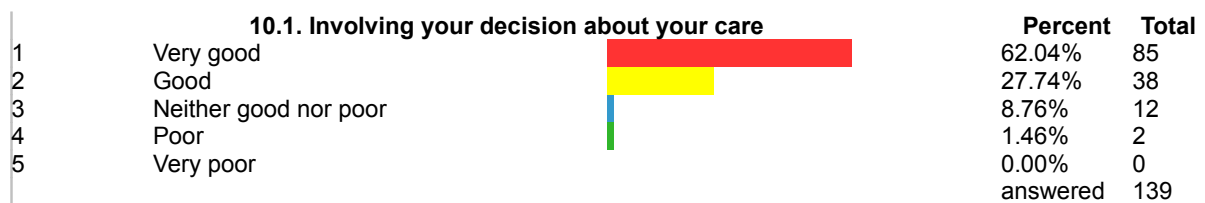
			Response Percent	Response Total
1	Yes, definitely		74.11%	83
2	Yes, to some extent		19.64%	22
3	No not at all		0.89%	1
4	Don't know/cant say		5.36%	6
			answered	112
			skipped	43

3. Last GP appointment

10. Last time you saw or spoke to a GP from the surgery, how good were they at each of the following:

	Very good	Good	Neither good nor poor	Poor	Very poor	Response Total
Involving your decision about your care	62.0% (85)	27.7% (38)	8.8% (12)	1.5% (2)	0.0% (0)	137
Treating you with care and concern	65.2% (90)	25.4% (35)	8.7% (12)	0.7% (1)	0.0% (0)	138
					answered	139
					skipped	16

Matrix Charts



11. Did you have confidence and trust in the GP you saw or spoke to?

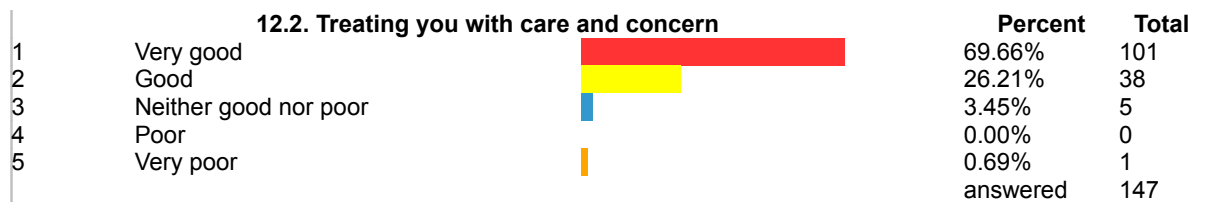
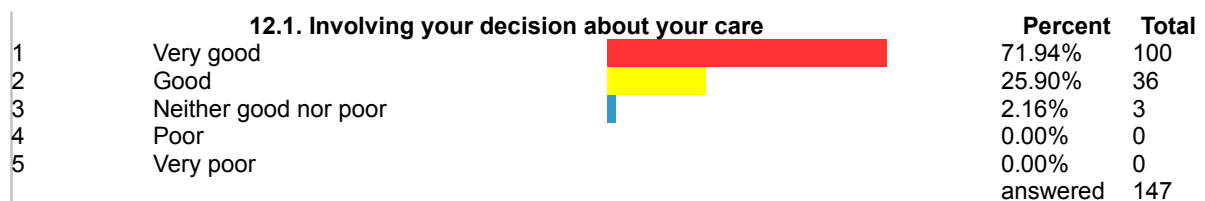
	Response Percent	Response Total
1 Yes definitely	73.19%	101
2 Yes to some extent	22.46%	31
3 No not at all	3.62%	5
4 Don't know/cant say	0.72%	1
answered		138
skipped		17

4. Last nurse appointment

12. Last time you saw or spoke to a nurse from the surgery, how good were they at each of the following:

	Very good	Good	Neither good nor poor	Poor	Very poor	Response Total
Involving your decision about your care	71.9% (100)	25.9% (36)	2.2% (3)	0.0% (0)	0.0% (0)	139
Treating you with care and concern	69.7% (101)	26.2% (38)	3.4% (5)	0.0% (0)	0.7% (1)	145
					answered	147
					skipped	8

Matrix Charts


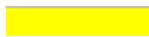





13. Did you have confidence and trust in the nurse you saw or spoke to?

		Response Percent	Response Total
1	yes definitely	80.14%	117
2	Yes to some extent	18.49%	27
3	No not at all	0.68%	1
4	Don't know/cant say	0.68%	1
		answered	146
		skipped	9




5. Opening hours

14. How satisfied are you with the hours that your GP surgery is open?





			Response Percent	Response Total
1	Very satisfied		60.54%	89
2	Fairly satisfied		29.25%	43
3	Neither satisfied nor dissatisfied		8.16%	12
4	Fairly dissatisfied		1.36%	2
5	Very Dissatisfied		0.00%	0
6	I'm not sure when my GP surgery is open		0.68%	1
			answered	147
			skipped	8

6. Overall experience

15. Overall how would you describe your experience of your GP surgery?




			Response Percent	Response Total
1	Very good		60.54%	89
2	Good		27.89%	41
3	Neither good nor poor		11.56%	17
4	Poor		0.00%	0
5	Very poor		0.00%	0
			answered	147
			skipped	8

16. Would you recommend your GP surgery to someone who has just moved to your local area?

















			Response Percent	Response Total
1	Yes, would definitely recommend		58.11%	86
2	Yes, would probably recommend		27.70%	41
3	Not sure		10.14%	15
4	No, would probably not recommend		4.05%	6
5	No, would definitely not recommend		0.00%	0
			answered	148
			skipped	7

7. Managing your health

17. Do you have a long standing health condition?



			Response Percent	Response Total
1	Yes		50.70%	72
2	No		37.32%	53
3	Don't know/can't say		11.97%	17
			answered	142
			skipped	13

18. Which if any of the following medical conditions do you have:




			Response Percent	Response Total
1	Alzheimer's or dementia		0.97%	1
2	Angina or long-term heart problems		2.91%	3
3	Arthritis or long-term joint problems		17.48%	18
4	Asthma		15.53%	16
5	Cancer in the last 5years		2.91%	3
6	Deafness		7.77%	8
7	Diabetes		12.62%	13
8	Epilepsy		1.94%	2
9	High blood pressure		21.36%	22
10	Kidney or liver disease		1.94%	2
11	Back problems		24.27%	25
12	Mental health problems		9.71%	10
13	Neurological problems		2.91%	3
14	Non of these conditions		24.27%	25
15	I would prefer not to say		5.83%	6
16	Other long term problem, please specify:		10.68%	11
			answered	103
			skipped	52
			<i>11 answers</i>	

8. Out of hours



19. If you were ill when the surgery was closed would you:

			Response Percent	Response Total
1	Ring the GP surgery for the out of hours service		40.18%	45
2	Visit the walk in centre		40.18%	45

19. If you were ill when the surgery was closed would you:



			Response Percent	Response Total
3	Visit A&E		13.39%	15
4	Ask pharmacy for advice		8.93%	10
5	Wait until the surgery was open again		19.64%	22
			answered	112
			skipped	43

20. Do you know how to contact out-of-hours GP services when the surgery is closed?









			Response Percent	Response Total
1	Yes		73.11%	87
2	No		26.89%	32
			answered	119
			skipped	36

9. Some questions about you

21. Are you male or female?

			Response Percent	Response Total
1	Male		27.43%	31
2	Female		72.57%	82
			answered	113
			skipped	42

22. How old are you?

			Response Percent	Response Total
1	Under 18		4.03%	5
2	18-24		8.06%	10
3	25-34		16.13%	20
4	35-44		17.74%	22
5	45-54		22.58%	28
6	55-64		11.29%	14
7	65-74		16.94%	21
8	75-84		3.23%	4
9	85 and over		0.00%	0

22. How old are you?

	Response Percent	Response Total
	answered	124
	skipped	31





24. Do you live with and are the parent or a legal guardian for any children aged under 16?

	Response Percent	Response Total
1 Yes	28.91%	37
2 No	71.09%	91
	answered	128
	skipped	27

25. Which of the following best describes your smoking habits?

	Response Percent	Response Total
1 Never smoked	43.70%	59
2 Former smoker	26.67%	36
3 Occasional smoker	0.74%	1
4 Regular smoker	28.89%	39
	answered	135
	skipped	20

26. Do you look after, or give any help or support to family members, friends, neighbours or others?

			Response Percent	Response Total
1	Long-term physical or mental ill health/disability		5.93%	8
2	problems relating to old age		4.44%	6
3	Yes		31.85%	43
4	No		67.41%	91
			answered	135
			skipped	20