

**Horncastle Medical Group
The Old Vicarage
Spilsby Road
HORNCASTLE
LN9 6AL**

Practice Annual Patient Survey 2017

During the period January 2017 to 28 February 2017, the Practice carried out an Annual Patient Survey. All areas of the Practice population were targeted, of which we received 148 completed questionnaires. The following are the results collated from the responses received.

Patient demographics

Age Range							
17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84
7	16	18	33	20	34	17	3

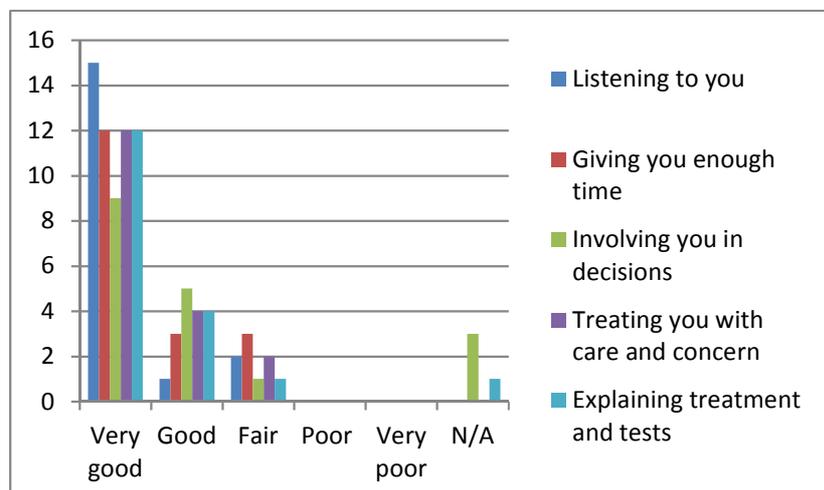
Gender	
Male	Female
53	95

Ethnicity						
White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group	no response
140		1				7

1. On your most recent visit to the surgery please state how good the clinician was at the following?

Dr Burman

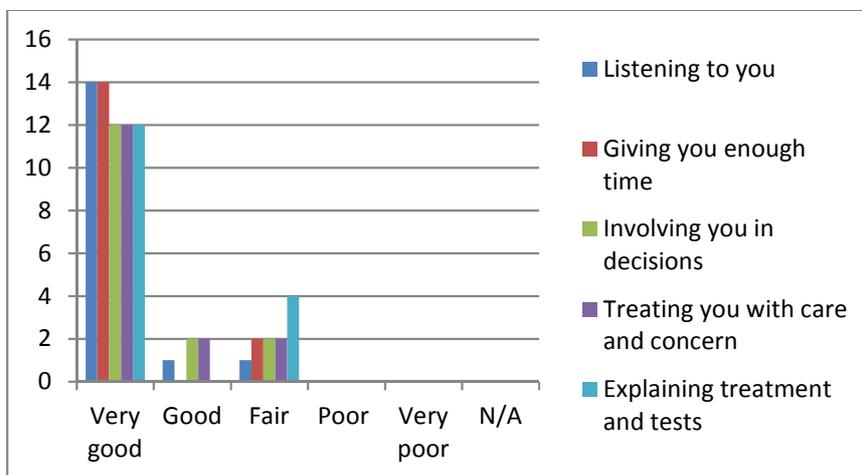
	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	15	1	2			
Giving you enough time	12	3	3			
Involving you in decisions	9	5	1			3
Treating you with care and concern	12	4	2			
Explaining treatment and tests	12	4	1			1



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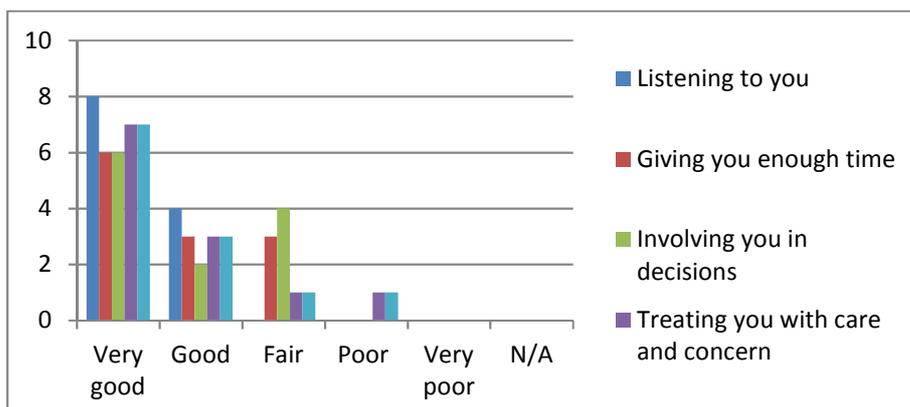
Dr Humphry

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	14	1	1			
Giving you enough time	14		2			
Involving you in decisions	12	2	2			
Treating you with care and concern	12	2	2			
Explaining treatment and tests	12		4			



Dr Read

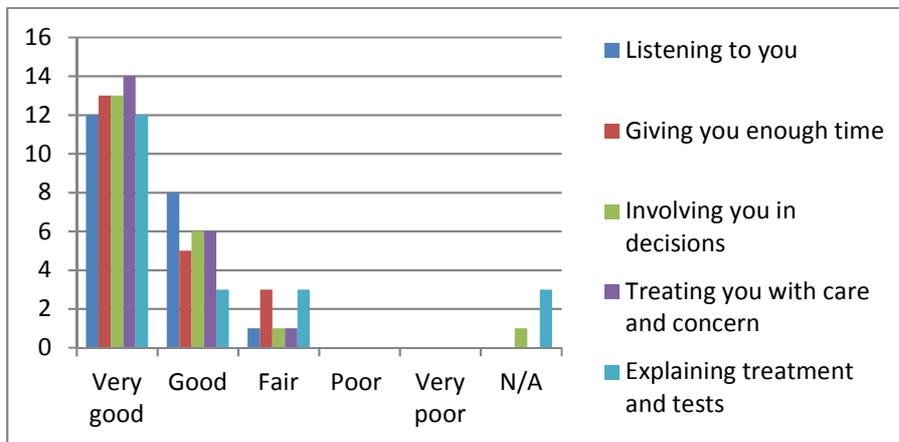
	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	8	4				
Giving you enough time	6	3	3			
Involving you in decisions	6	2	4			
Treating you with care and concern	7	3	1	1		
Explaining treatment and tests	7	3	1	1		



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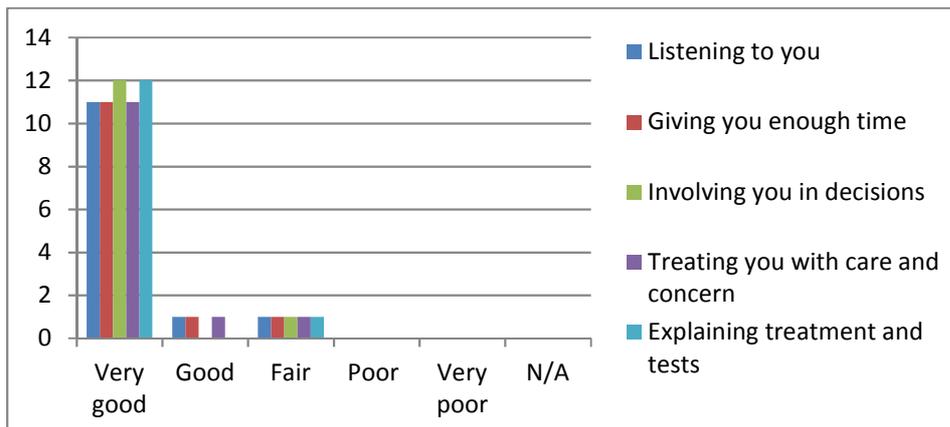
Dr Watkins

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	12	8	1			
Giving you enough time	13	5	3			
Involving you in decisions	13	6	1			1
Treating you with care and concern	14	6	1			
Explaining treatment and tests	12	3	3			3



Nurse Practitioner – Chrissie Hewitt

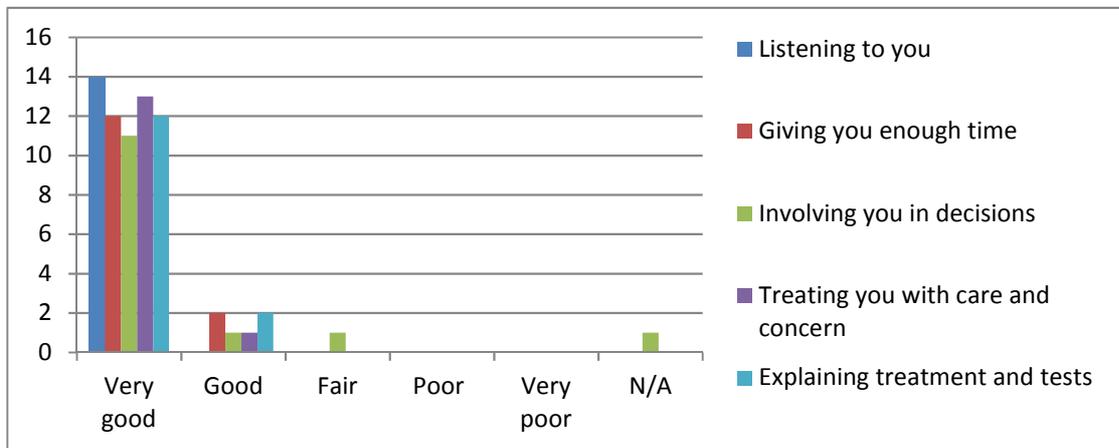
	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	11	1	1			
Giving you enough time	11	1	1			
Involving you in decisions	12		1			
Treating you with care and concern	11	1	1			
Explaining treatment and tests	12		1			



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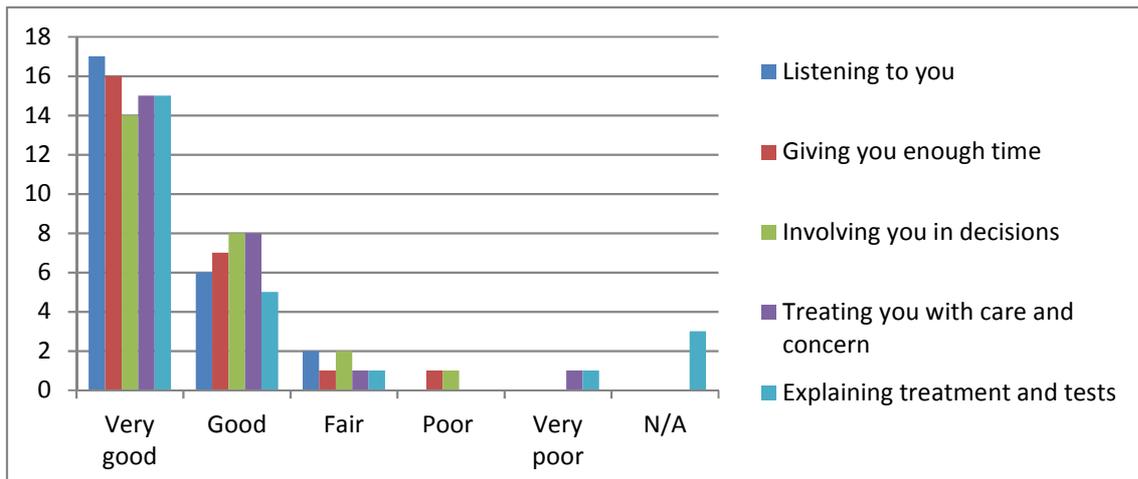
Nurse Practitioner – Elaine Humphry

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	14					
Giving you enough time	12	2				
Involving you in decisions	11	1	1			1
Treating you with care and concern	13	1				
Explaining treatment and tests	12	2				



Nurse Practitioner – Helen McGinn

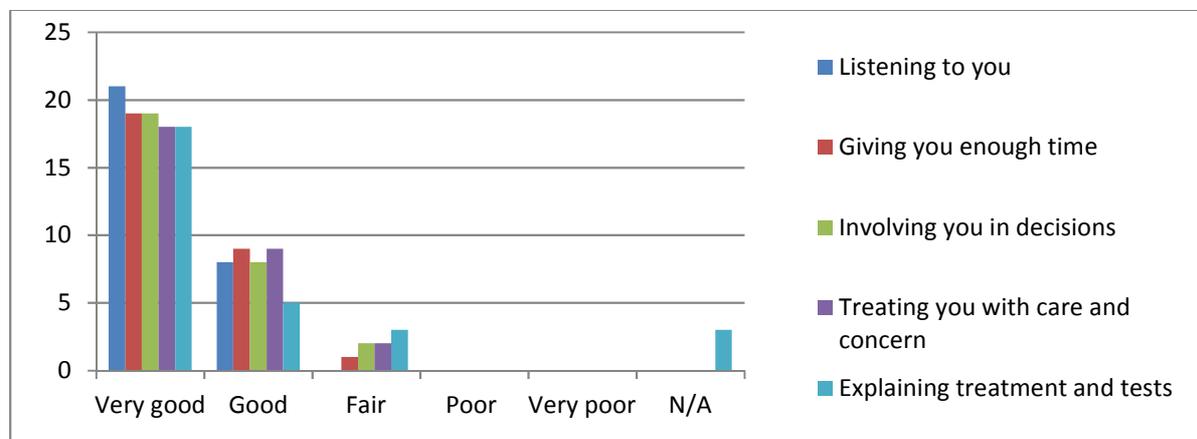
	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	17	6	2			
Giving you enough time	16	7	1	1		
Involving you in decisions	14	8	2	1		
Treating you with care and concern	15	8	1		1	
Explaining treatment and tests	15	5	1			1



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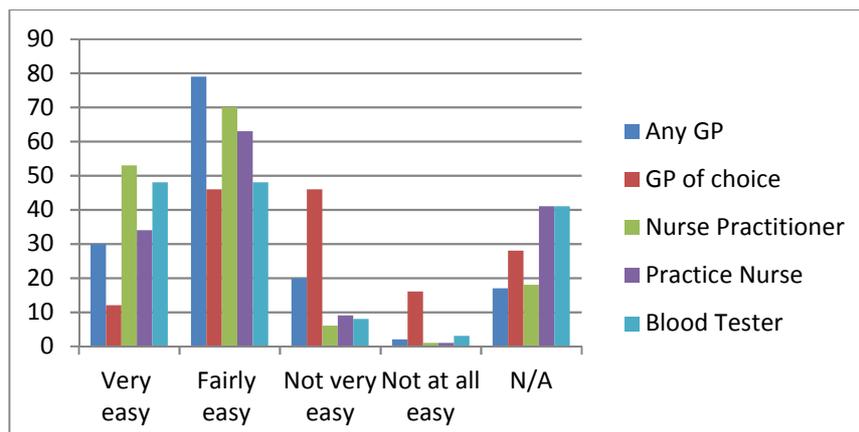
Locum GPs

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	21	8				
Giving you enough time	19	9	1			
Involving you in decisions	19	8	2			
Treating you with care and concern	18	9	2			
Explaining treatment and tests	18	5	3			3



2. How easy is it to get a routine appointment in advance with the following healthcare professionals?

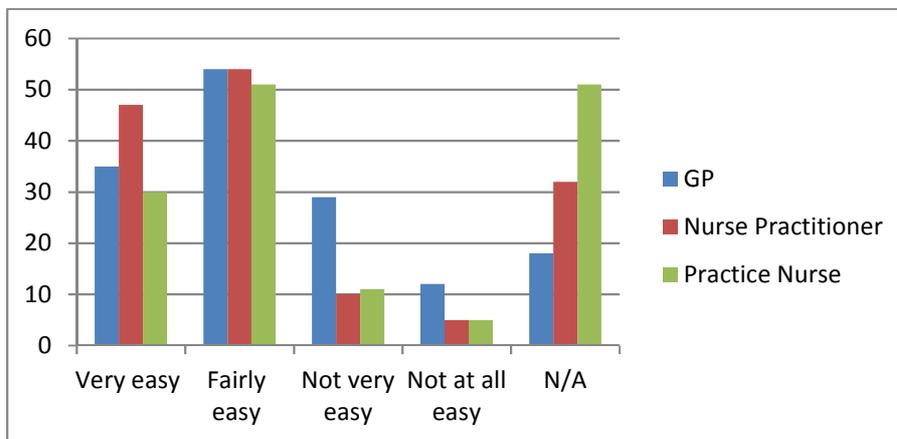
	Very easy	Fairly easy	Not very easy	Not at all easy	N/A
Any GP	30	79	20	2	17
GP of choice	12	46	46	16	28
Nurse Practitioner	53	70	6	1	18
Practice Nurse	34	63	9	1	41
Blood Tester	48	48	8	3	41



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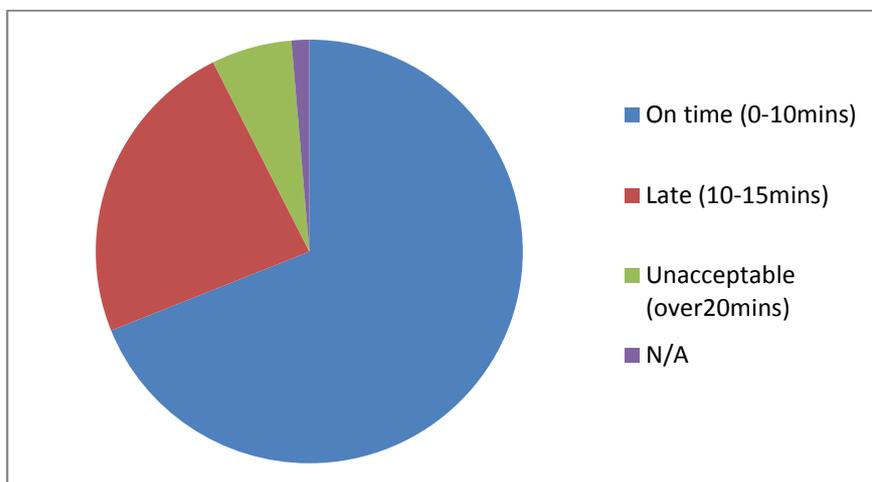
3. How easy is it to get an urgent appointment (same day), with the following healthcare professionals?

	Very easy	Fairly easy	Not very easy	Not at all easy	N/A
GP	35	54	29	12	18
Nurse Practitioner	47	54	10	5	32
Practice Nurse	30	51	11	5	51



4. On your most recent visit to the surgery, how would you describe the length of time you have had to wait in the waiting room to see the healthcare professional? (Excluding occasions where there has been an emergency)

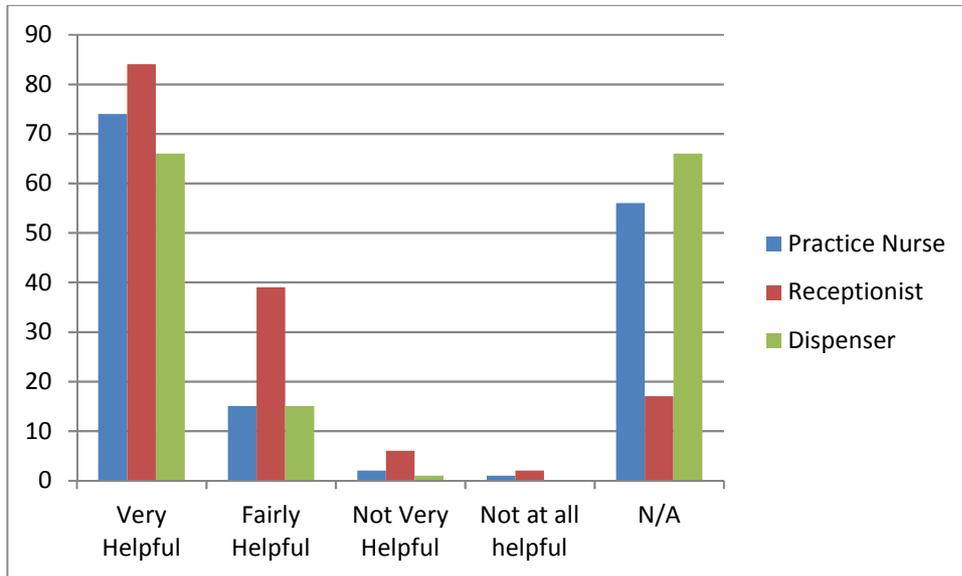
On time (0-10mins)	Late (10-15mins)	Unacceptable (over20mins)	N/A
102	35	9	2



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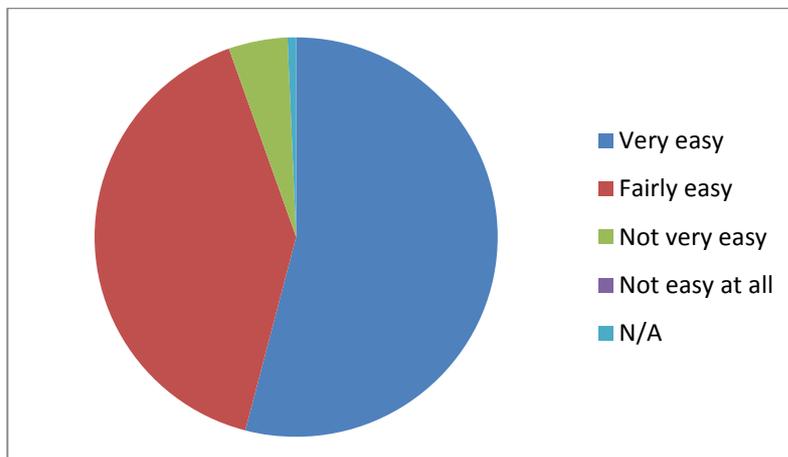
5. At your most recent visit to the Practice, how helpful did you find the following healthcare professionals and staff?

	Very Helpful	Fairly Helpful	Not Very Helpful	Not at all helpful	N/A
Practice Nurse	74	15	2	1	56
Receptionist	84	39	6	2	17
Dispenser	66	15	1		66



6. How easy is it to contact the Practice by telephone?

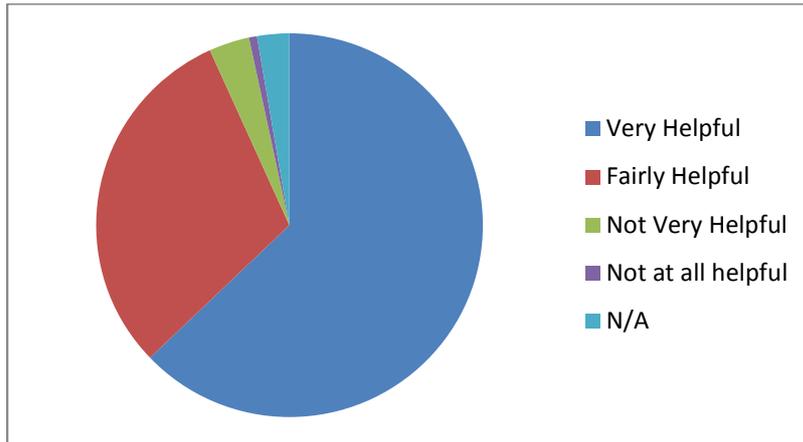
Very easy	Fairly easy	Not very easy	Not easy at all	N/A
80	60	7		1



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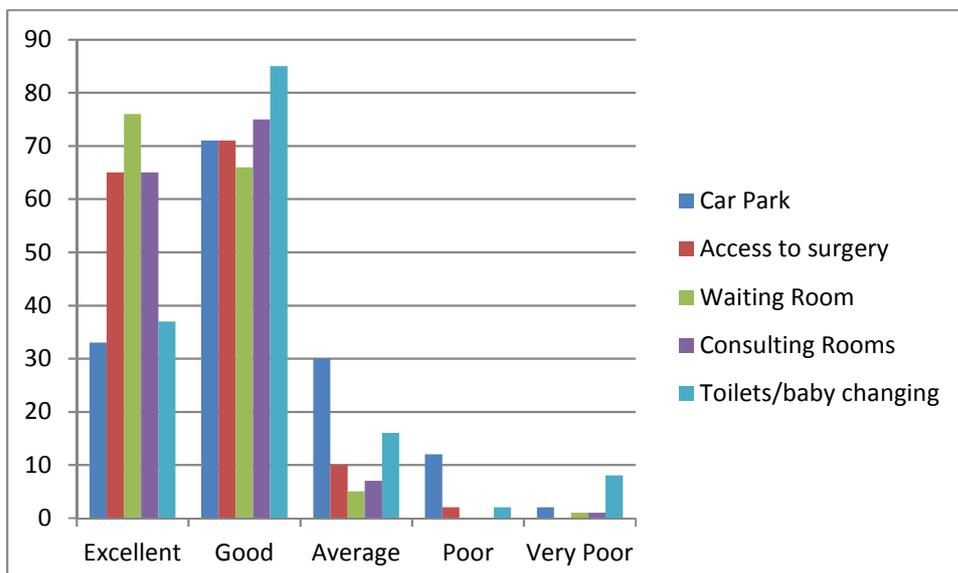
7. How would you describe the telephonist who dealt with your call?

Very Helpful	Fairly Helpful	Not Very Helpful	Not at all helpful	N/A
93	45	5	1	4



8. How do you rate the facilities provided by the Practice?

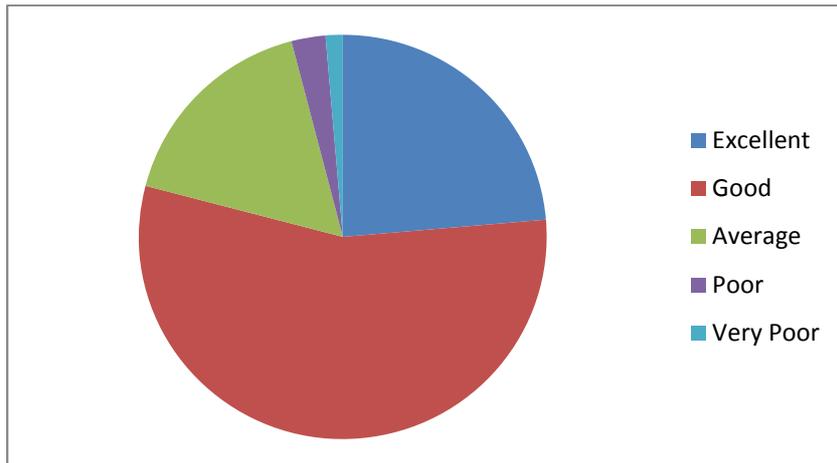
	Excellent	Good	Average	Poor	Very Poor
Car Park	33	71	30	12	2
Access to surgery	65	71	10	2	
Waiting Room	76	66	5		1
Consulting Rooms	65	75	7		1
Toilets/baby changing	37	85	16	2	8



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9. How do you find the current opening hours of the Practice?

Excellent	Good	Average	Poor	Very Poor
35	82	25	4	2



10. Online services for:

Ordering prescriptions

are you aware of this service?

YES	NO
104	44

Do you use this service?

YES	NO
58	90

Do you find this service helpful?

YES	NO	N/A
62	7	79

Booking Appointments

are you aware of this service?

YES	NO
104	44

Do you use this service?

YES	NO
47	101

Do you find this service helpful?

YES	NO	N/A
50	11	87

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11. 'How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?'

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
68	62	12	2	2	2

