

## PATIENT SURVEY RESULTS – 2014

A patient survey was conducted in Mrch 2014. A total of 30 surveys were analysed  
This data has been analysed and reported on by Sheree Ridley, Practice Manager:

Q1. Are you filling in this questionnaire for:

Yourself	24
Your child	1
Your spouse or partner	2
Another relative or friend	0
Did not answer question	3

Q2. Which of the following best describes the reasons you saw the doctor today?  
(tick all that apply)

To ask for advice	2
Because of an ongoing problem	16
For treatment (inc. Prescriptions)	4
Because of a one-off problem	4
For a routine check	1
Other (give details)	1
Did not answer question	2

Q3. On a scale of 1 to 5, how important to your health and wellbeing was your  
reason for visiting the doctor today?

1 Not very important	3
2	2
3	1
4	4
5 Very Important	16
Did not answer question	4

Q4. How was your doctor today at each of the following?

a) Being Polite

Poor	0
Less than satisfactory	0
Satisfactory	3
Good	8
Very Good	12
Does not apply	7

b) Making you feel at ease

Poor	0
Less than satisfactory	0
Satisfactory	3
Good	6
Very Good	13
Does not apply	8

c) Listening to you

Poor	0
Less than satisfactory	1
Satisfactory	2
Good	8
Very Good	11
Does not apply	8

d) Assessing your medical condition

Poor	0
Less than satisfactory	0
Satisfactory	4
Good	7
Very Good	12
Does not apply	7

e) Explaining your condition and treatment

Poor	0
Less than satisfactory	0
Satisfactory	4
Good	5
Very Good	14
Does not apply	7

f) Involving you in decisions about your treatment

Poor	0
Less than satisfactory	0
Satisfactory	7
Good	3
Very Good	14
Does not apply	6

g) Providing or arranging treatment for you

Poor	0
Less than satisfactory	0
Satisfactory	5
Good	6
Very Good	13
Does not apply	6

Q5. Please decide how strongly you agree or disagree with the following statements:

a) This doctor will keep information about me confidential

Strongly disagree	1
Disagree	0
Neutral	0
Agree	9
Strongly agree	11
Does not apply	2
Did not answer question	7

b) This doctor is honest and trustworthy

Strongly disagree	1
Disagree	0
Neutral	1
Agree	7
Strongly agree	11
Does not apply	2
Did not answer question	8

Q6. I am confident about this doctor's ability to provide care

Yes	24
No	1
Did not answer questions	5

Q7. I would be completely happy to see this doctor again

Yes	24
No	1
Did not answer questions	5

Q8. Was this visit with your usual doctor?

Yes	11
No	15
Did not answer questions	4

Q10. Are you?

Female	20
Male	5
Did not answer questions	5

Q11. Age:

Under 15	1
15-20	2
21-40	6
40-60	9
60 or over	7
Did not answer question	5

Q12. What is your ethnic group?

White	26 (British)
White/Other	0 (Polish)
Asian or Asian British	0 (Pakistani)
Black/Black British	0 (African)
Mixed	0 (White & Black Caribbean)
Chinese or other ethnic group	0 (Oriental)
Did not answer question	4

Q13. How helpful do you find the receptionists at the practice?

Poor	0
Less than satisfactory	2
Satisfactory	3
Good	11
Very Good	10
Did not answer question	3

Q14. How easy was it to get through to the practice on the telephone?

Poor	2
Less than satisfactory	5
Satisfactory	9
Good	7
Very Good	2
Did not answer question	3

Q15. If you need to see a GP urgently, can you normally get seen on the same day?

Yes	14
No	10
Did not answer question	6

Q16. Is the GP practice currently open at times that are convenient to you?

Yes	23
No	2
Did not answer question	5

Q17. Which of the additional opening hours would make it easier for you to see or speak to someone? (tick all that apply)

Before 8am	1
At lunchtime	0
After 6.30pm	1
On a Saturday	3
On a Sunday	1
None of these	0

Q18. Overall, how would you describe your experience with the GP surgery?

Poor	0
Less than satisfactory	2
Satisfactory	5
Good	9
Very Good	6
Excellent	2
Did not answer question	6

Q19. Would you recommend your GP surgery to someone who has just moved to your local area?

Yes	18
No	3
Did not answer question	9

**Patient Comments:**

- Had to wait 25 minutes after my appointment time.”
- “She listened to me, was very helpful”.
- “Pleasant and competent”
- “Dr Thaver is always professional but unfortunately because of this she is always booked up and usually an appointment with her is impossible to obtain. I am only seeing her today because the nurse arranged it.”
- “I like to see Dr Singh or Dr Thaver as they take more time and are more attentive”
- “Noted I should see the doctor I saw last, however, I just took the first available appointment.”