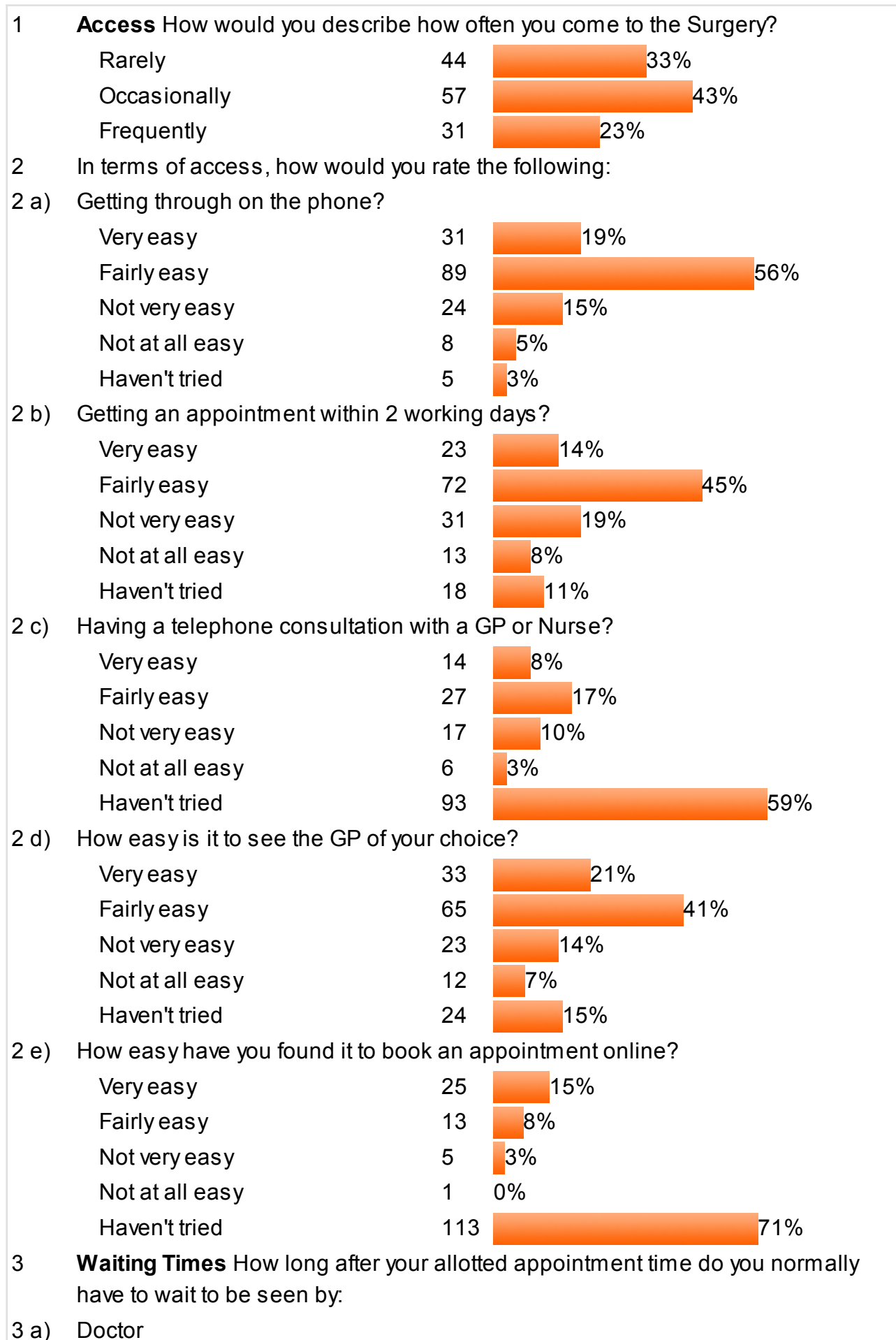


Patient Survey Analysis

The results so far are shown below.

Total responses: 157



I am normally seen on time	23	15%
Less than 5 minutes	31	20%
Up to 15 minutes late	68	45%
More than 15 minutes late	29	19%

3 b) Nurse

I am normally seen on time	82	57%
Less than 5 minutes	41	28%
Up to 15 minutes late	13	9%
More than 15 minutes late	7	4%

4 **Opening Hours** How satisfied are you with the hours that this GP Practice is open?

Very satisfied	70	44%
Fairly satisfied	62	39%
Neither satisfied or dissatisfied	17	10%
Fairly dissatisfied	0	0%
Very dissatisfied	4	2%
Not sure of the opening hours	3	1%

5 **Missed Appointments** Missed appointments are a problem for the Surgery:

5 a) Have you ever missed an appointment?

Yes	40	25%
No	115	74%

5 b) Would you like to be reminded about your appointment by text messaging?

Yes	86	55%
No	69	44%

6 **Planning Your Care** In the past six months, have you had a discussion with a Doctor or a Nurse about managing any long-standing health problems you may have?

Yes, go to Q7	64	42%
No, go to Q8	87	57%

7 Following this discussion, how did you rate the following:

7 a) How thoroughly the Doctor/Nurse asked about your symptoms and how you are feeling?

Excellent	11	14%
Very good	22	28%
Good	28	36%
Fair	11	14%
Poor	2	2%
Very Poor	2	2%
Doesn't apply	0	0%

7 b) How well the Doctor/Nurse listened to what you had to say?

Excellent	13	17%
Very good	26	34%
Good	26	34%

Fair	10	13%
Poor	0	0%
Very Poor	1	1%
Doesn't apply	0	0%

7 c) How well the Doctor/Nurse put you at ease during your physical examination?

Excellent	14	18%
Very good	25	32%
Good	24	31%
Fair	7	9%
Poor	0	0%
Very Poor	0	0%
Doesn't apply	6	7%

7 d) How much the Doctor/Nurse involved you in decisions about your care?

Excellent	15	20%
Very good	20	26%
Good	24	32%
Fair	11	14%
Poor	0	0%
Very Poor	0	0%
Doesn't apply	5	6%

7 e) How well the Doctor/Nurse explained your problem or any treatment you needed?

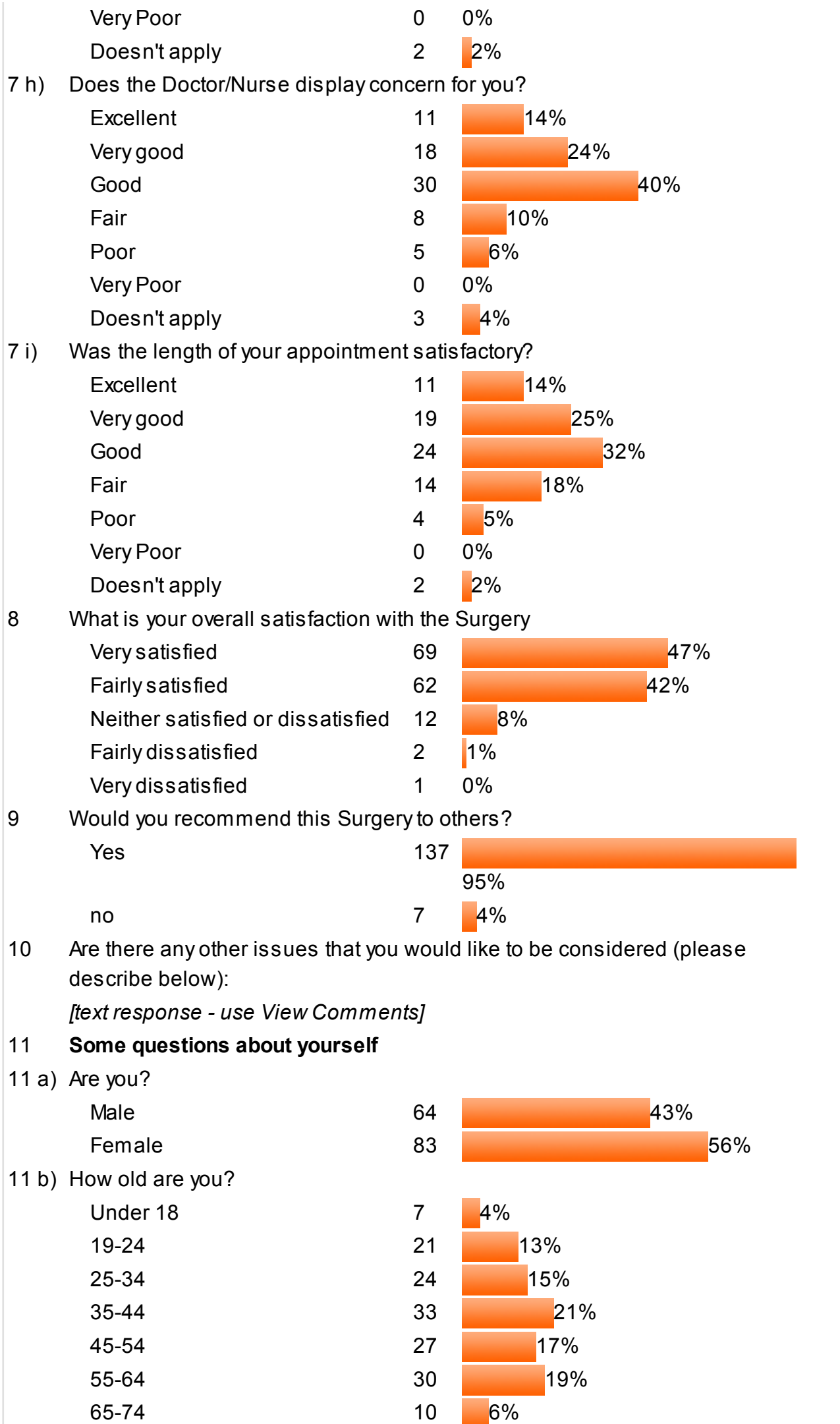
Excellent	15	20%
Very good	20	26%
Good	27	36%
Fair	8	10%
Poor	3	4%
Very Poor	0	0%
Doesn't apply	2	2%

7 f) The amount of time the Doctor/Nurse spent with you?

Excellent	11	14%
Very good	20	26%
Good	25	33%
Fair	14	18%
Poor	2	2%
Very Poor	0	0%
Doesn't apply	3	4%

7 g) How patient the Doctor/Nurse was with your worries?

Excellent	12	16%
Very good	22	29%
Good	25	33%
Fair	10	13%
Poor	4	5%



75-84	3	1%
85 and over	0	0%

11 c) Please describe the appropriate option to indicate your ethnic group:

White British	57	36%
White Irish	4	2%
White other	6	3%
Mixed White and Black	2	1%
Caribbean		
Mixed White and Black African	1	0%
Mixed White and Asian	2	1%
Any other mixed background	6	3%
Indian	15	9%
Pakistani	21	13%
Bangladeshi	12	7%
Any other Asian background	3	1%
Caribbean	6	3%
African	10	6%
Any other Black background	3	1%
Chinese	7	4%
Any other ethnic group	1	0%

11 d) Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

Yes	22	14%
No	129	85%