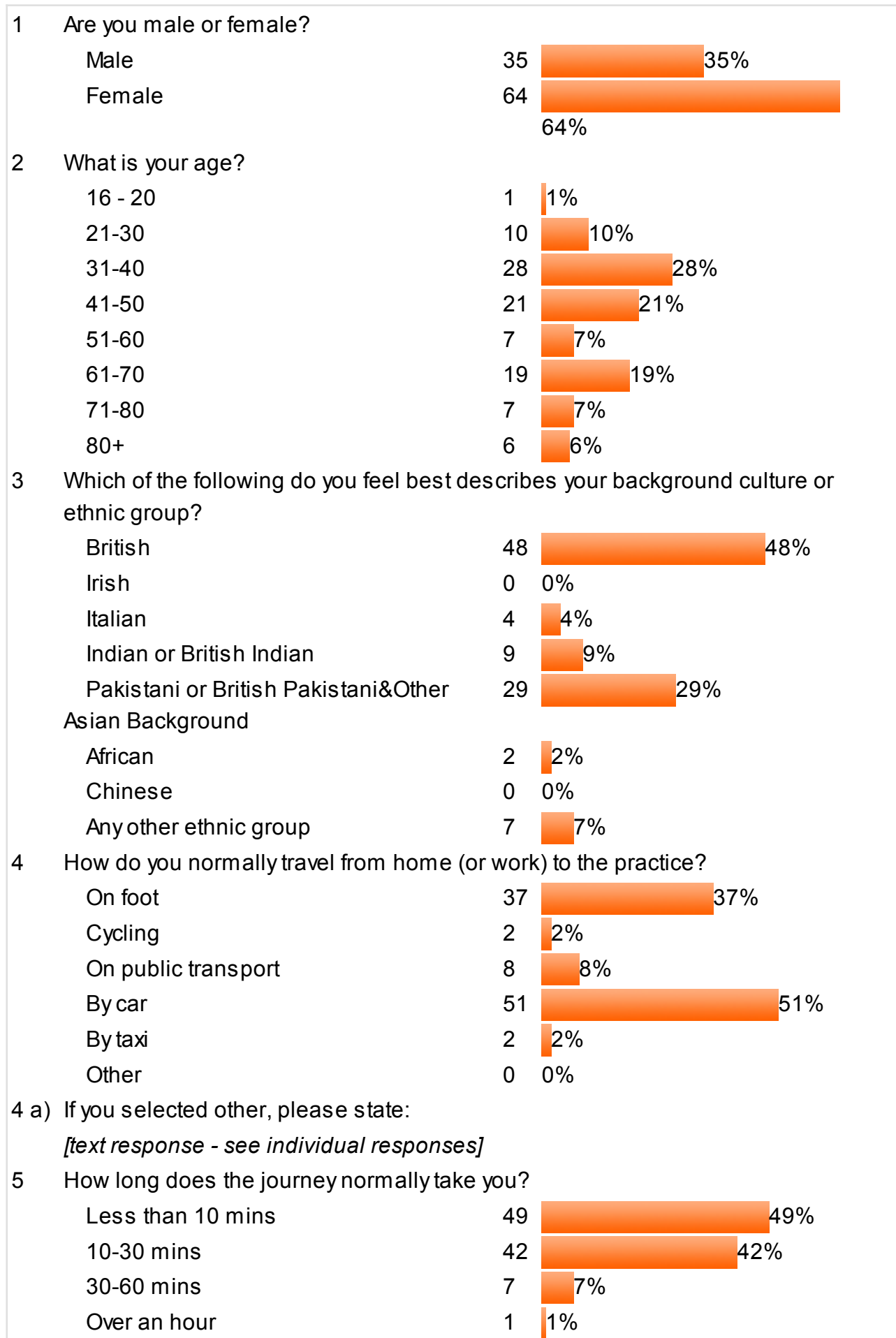


2013 Patient Survey Results

The results so far are shown below.

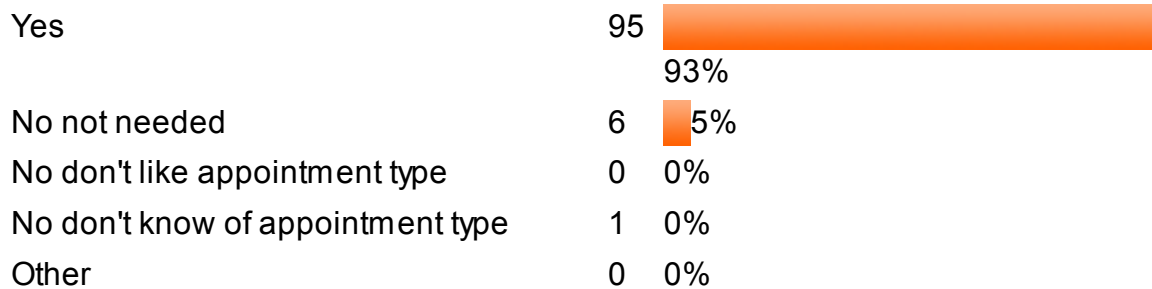
Total responses: 103



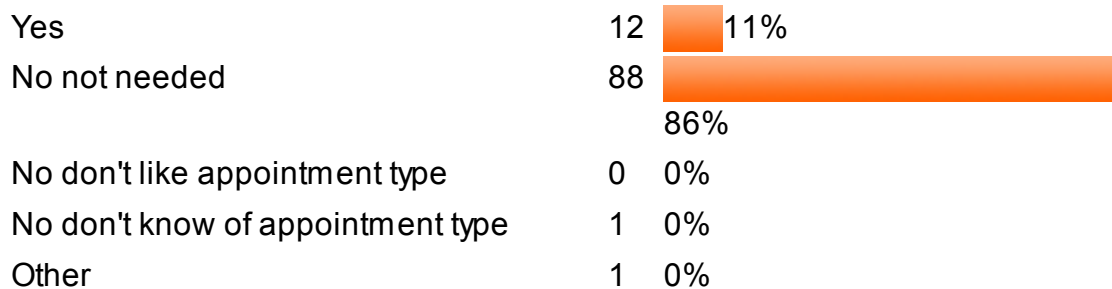
Don't know 0 0%

6 **About You and the Practice** During the past 12 months, have you...

6 a) Consulted a doctor / nurse in person at the surgery?

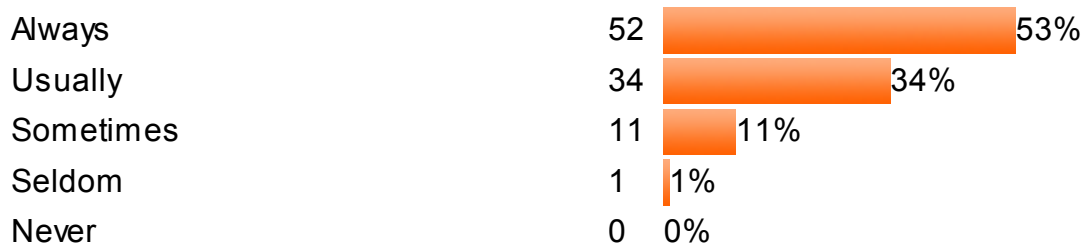


6 b) Received a Home Visit from a doctor or nurse?

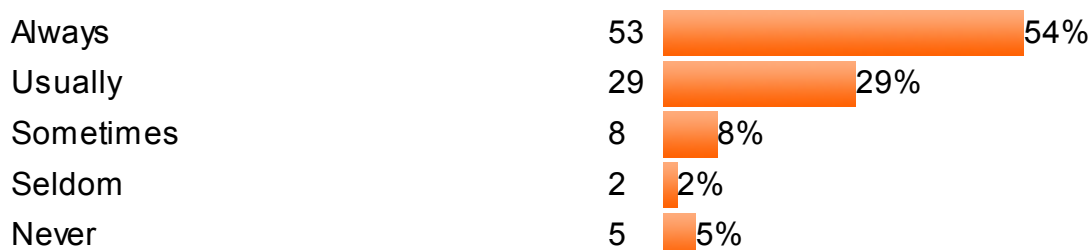


7 **Clinical Quality - Consulting the Doctors** Please consider the occasions you consulted the doctors in the practice over the last 12 months, either by telephone or in person, and answer the following questions taking all such occasions into account.

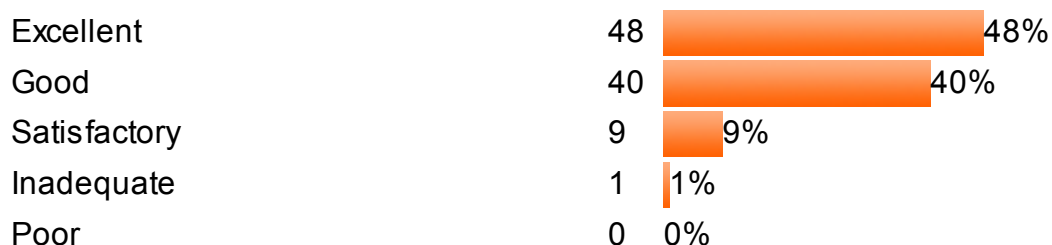
7 a) Do you consider that the doctors in the practice listen carefully to you and involve you in discussions and decisions about your care?



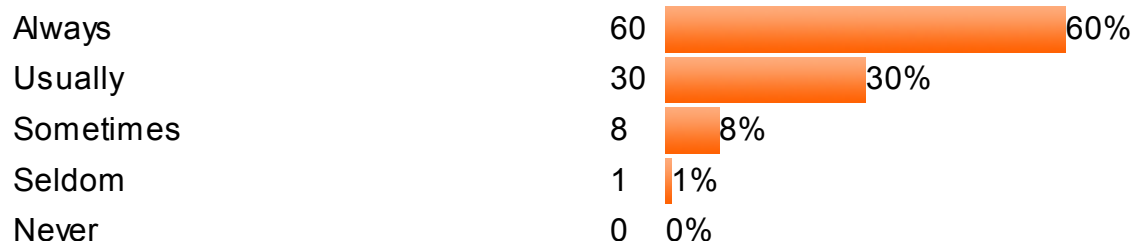
7 b) Do you consider the doctors in the practice to be effective? That is, if they offer you advice, is it clear and understandable and of value to you? If they prescribe treatment or refer you, have you found the treatment or resulting hospital visit to be effective?



7 c) How do you rate the attitude and approach of the doctors of this practice to you as a patient? Think of characteristics such as respectfulness, understanding, professionalism and other aspects that are important to you?



7 d) Overall, do you feel you can have trust and confidence in the doctors of this practice?

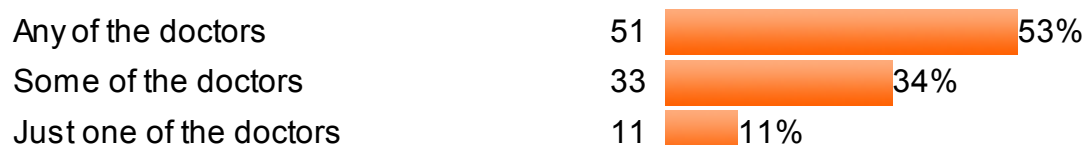


7 e) Please enter below any additional comments you would like to make concerning your opinion of the clinical quality of the doctors of this practice, particularly if you have ticked 'Seldom', 'Never', 'Inadequate' or 'Poor' in any of the boxes above.

[text response - use View Comments]

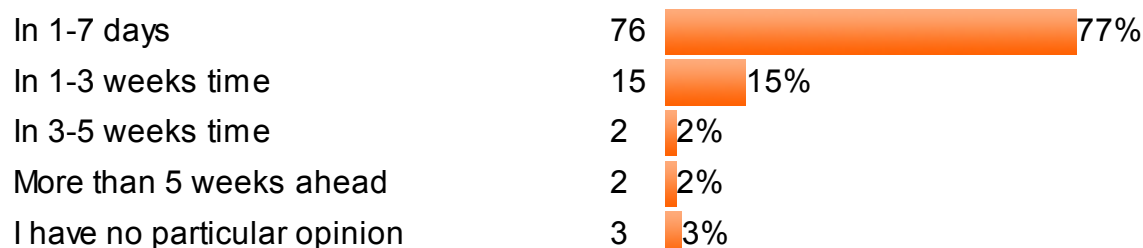
8 **Appointment Availability - Consulting a Doctor** Please consider those occasions over the last 12 months when you have felt the need to see or speak to a doctor and answer the following questions taking all such occasions into account. In each case, please select the one answer that you feel best describes your feelings.

8 a) If you feel the need to see or speak to a doctor, are you normally prepared to see or speak to?

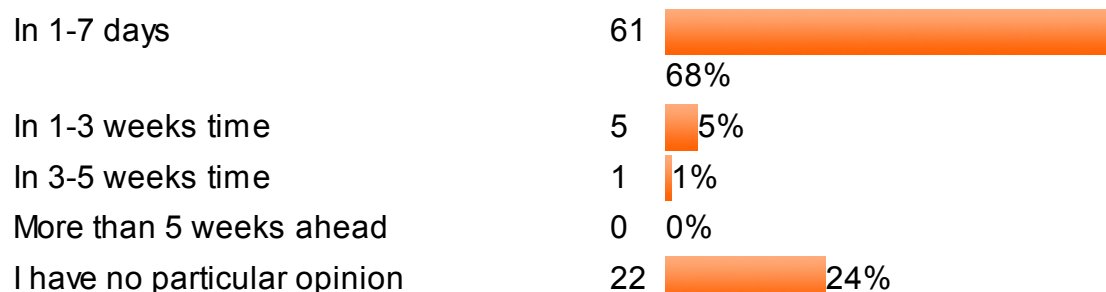


9 If you feel the need to see or speak to a doctor, how far ahead would you generally or most often be trying to book an appointment:

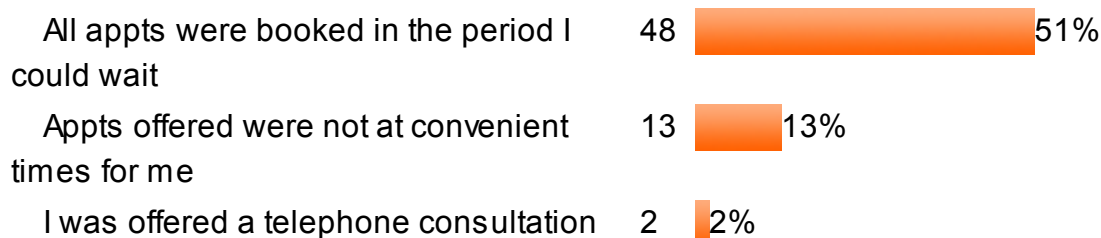
9 a) For a consultation in person?



9 b) For a consultation by telephone



10 When wanting to see a doctor, if you have ever felt unable to get the appointment of your choice, why do you feel this was so? (Remember this is anonymous, so please be honest!)



but wanted to see the doctor

I was offered a specialist nurse, but I wanted a doctor 2 2%

I did not want to see the doctor(s) I was offered 5 5%

Some other reason (please describe in Comments) 1 1%

Never had this problem 22 23%

11 Bearing in mind the answers you have given above, how would you rate your overall experience of making an appointment?

Excellent 27 28%

Good 41 42%

Satisfactory 18 18%

Inadequate 5 5%

Poor 5 5%

12 Please enter any additional comments you would like to make concerning your opinion of the ability of the practice to fulfil your wishes - particularly if you have ticked 'Inadequate' or 'Poor' in answer to the last question above

[text response - use View Comments]

13 How likely is it that you would recommend this Practice to a friend or family member? (Please select your answer where 1 is very unlikely to recommend and 10 is would strongly recommend the practice to a friend or family member)

1 3 3%

2 3 3%

3 5 5%

4 3 3%

5 3 3%

6 3 3%

7 4 4%

8 22 24%

9 20 22%

10 24 26%

14 If you have given a low score please let us know why?

[text response - use View Comments]

15 General Comments (Please put any comments not covered in the survey below, particularly how you think how we could improve. Please keep your comments and suggestions as realistic and practical as possible)

[text response - use View Comments]