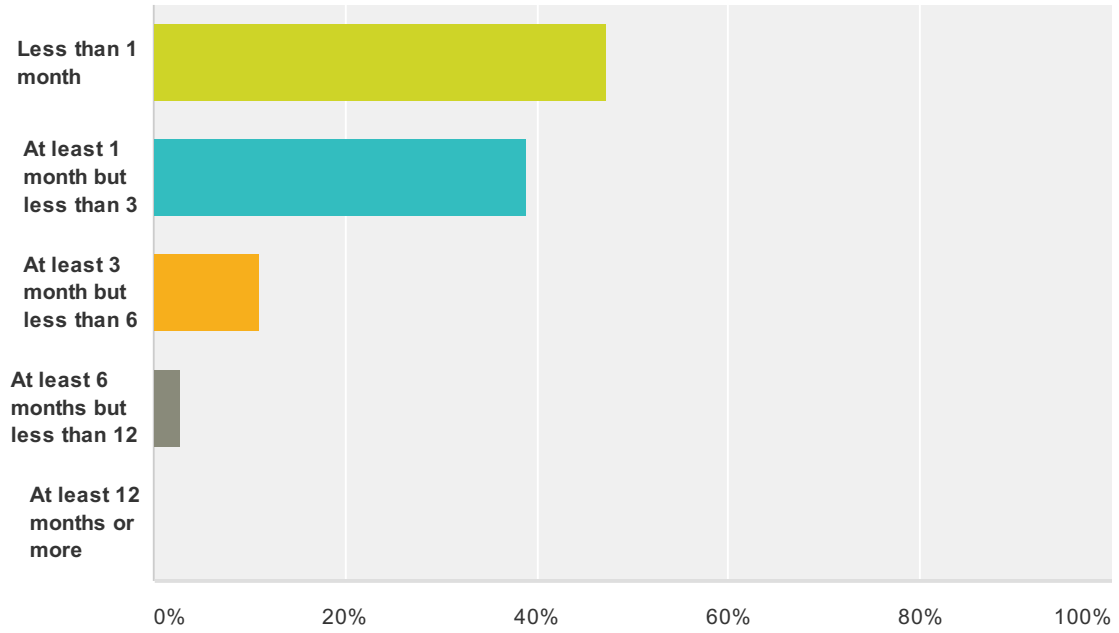


Q1 How long has it been since your most recent visit with the Doctor?

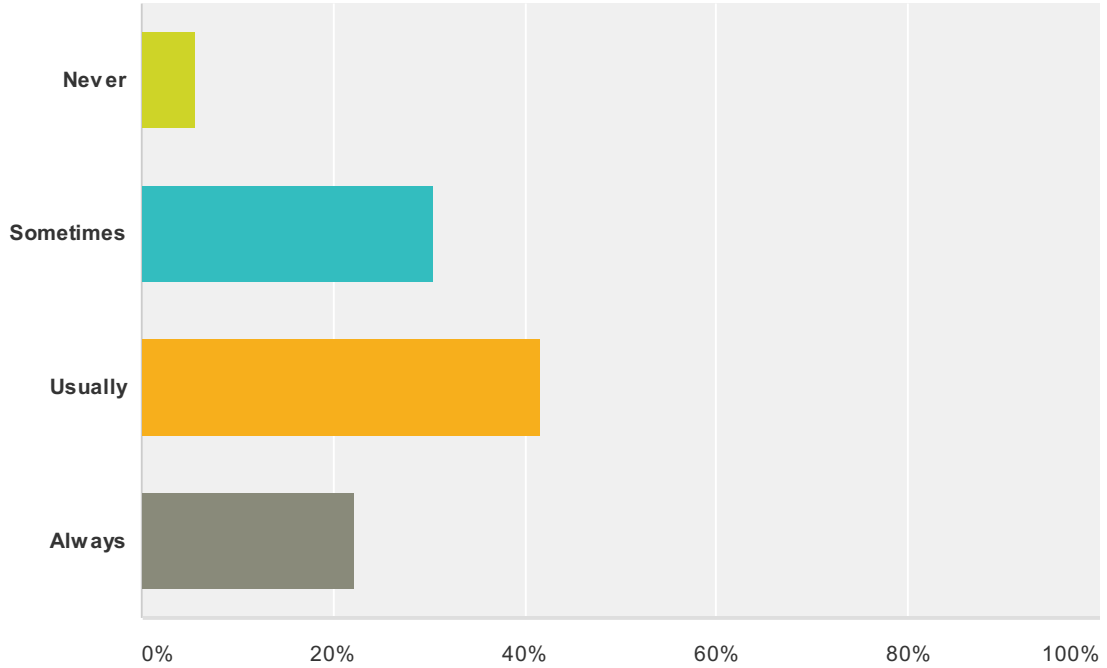
Answered: 36 Skipped: 0



Answer Choices	Responses	Count
Less than 1 month	47.22%	17
At least 1 month but less than 3	38.89%	14
At least 3 month but less than 6	11.11%	4
At least 6 months but less than 12	2.78%	1
At least 12 months or more	0%	0
Total		36

Q2 In the last 12 months, when you made an appointment for routine care with the Doctor, how often did you get an appointment as soon as you needed?

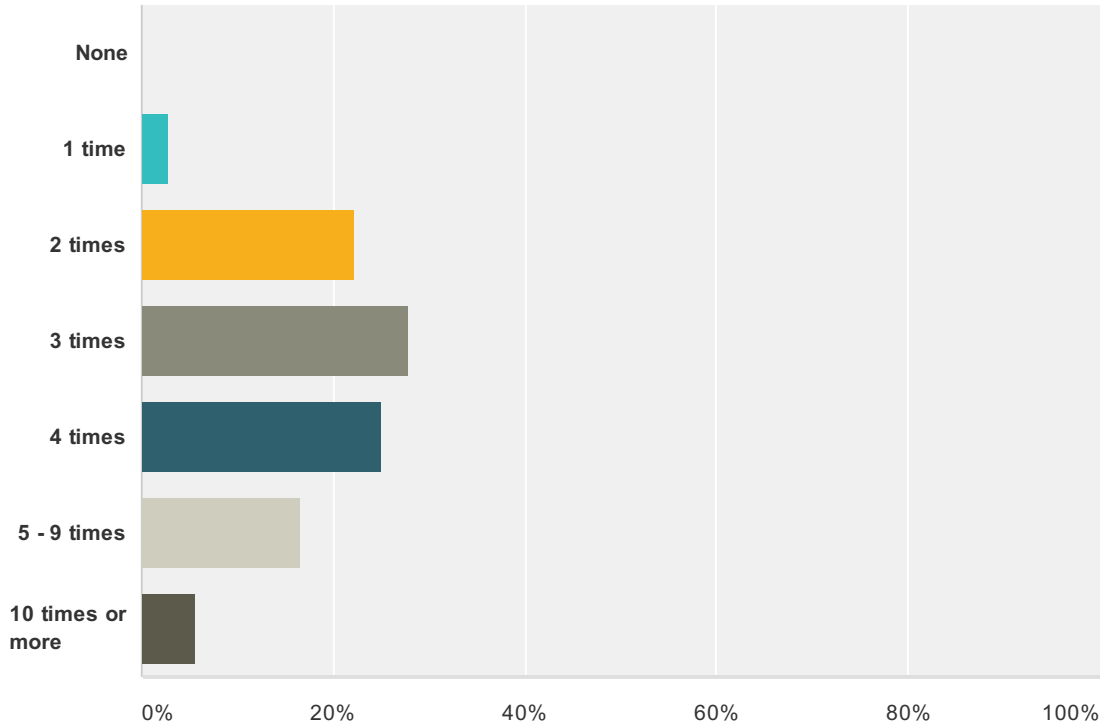
Answered: 36 Skipped: 0



Answer Choices	Responses
Never	5.56% 2
Sometimes	30.56% 11
Usually	41.67% 15
Always	22.22% 8
Total	36

Q3 In the last 12 months, how many times have you visited the Doctor?

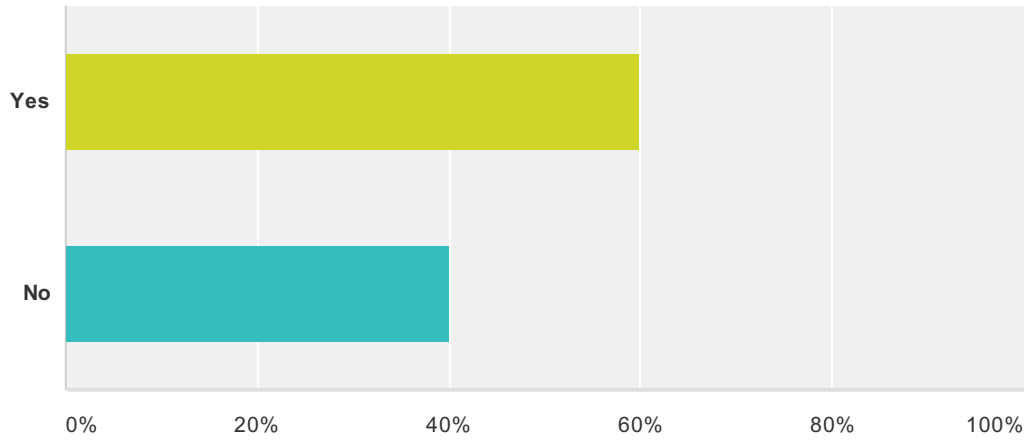
Answered: 36 Skipped: 0



Answer Choices	Responses
None	0% 0
1 time	2.78% 1
2 times	22.22% 8
3 times	27.78% 10
4 times	25% 9
5 - 9 times	16.67% 6
10 times or more	5.56% 2
Total	36

Q4 During your most recent visit, did you see the Doctor within 15 minutes of your appointment time?

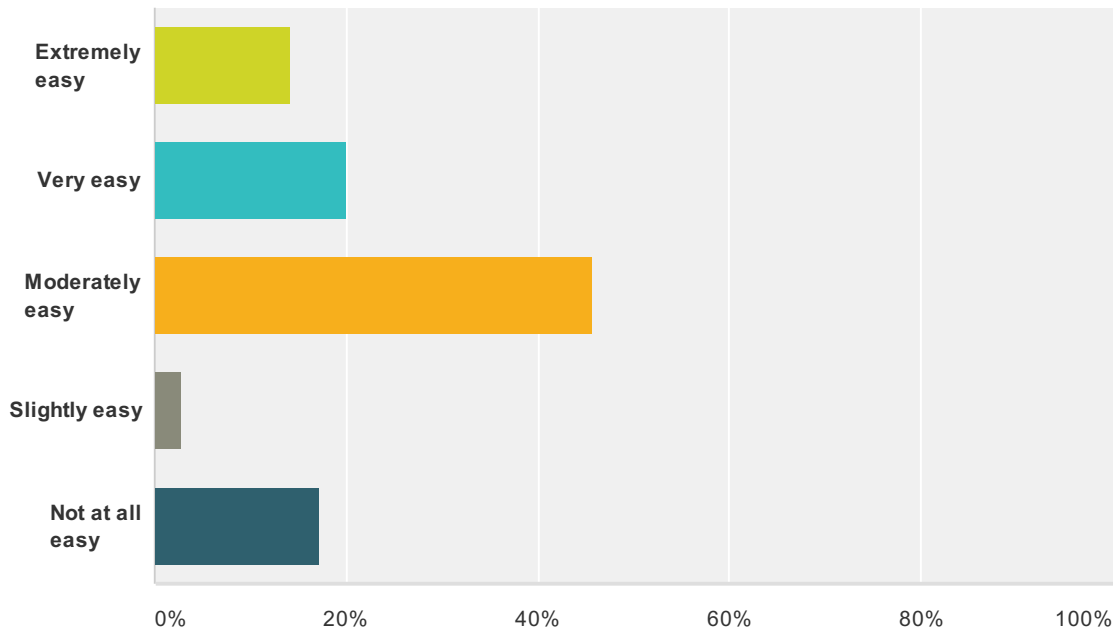
Answered: 35 Skipped: 1



Answer Choices	Responses
Yes	60% 21
No	40% 14
Total	35

Q5 How easy is it to get an urgent appointment with your Doctor when you are ill?

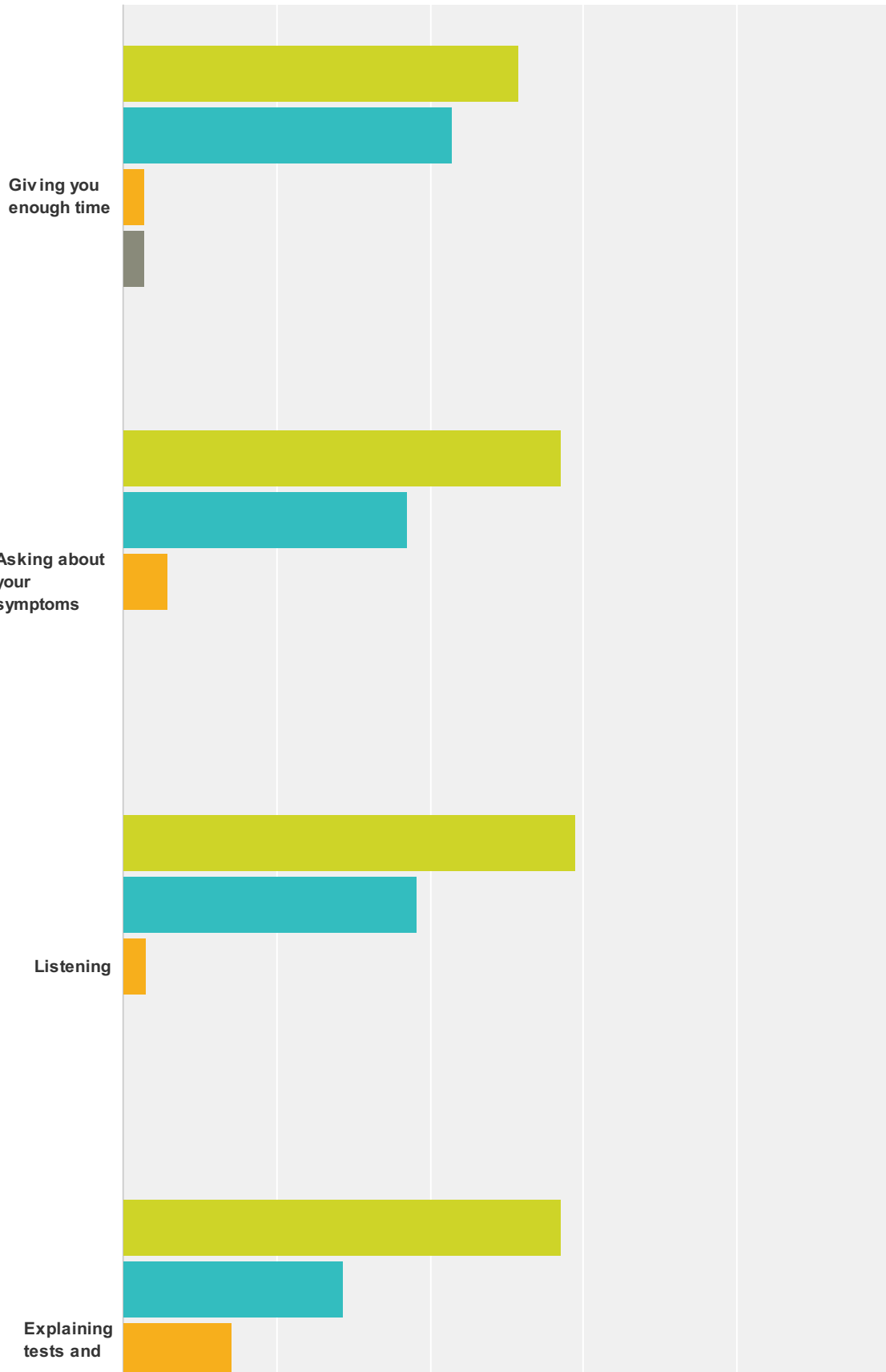
Answered: 35 Skipped: 1



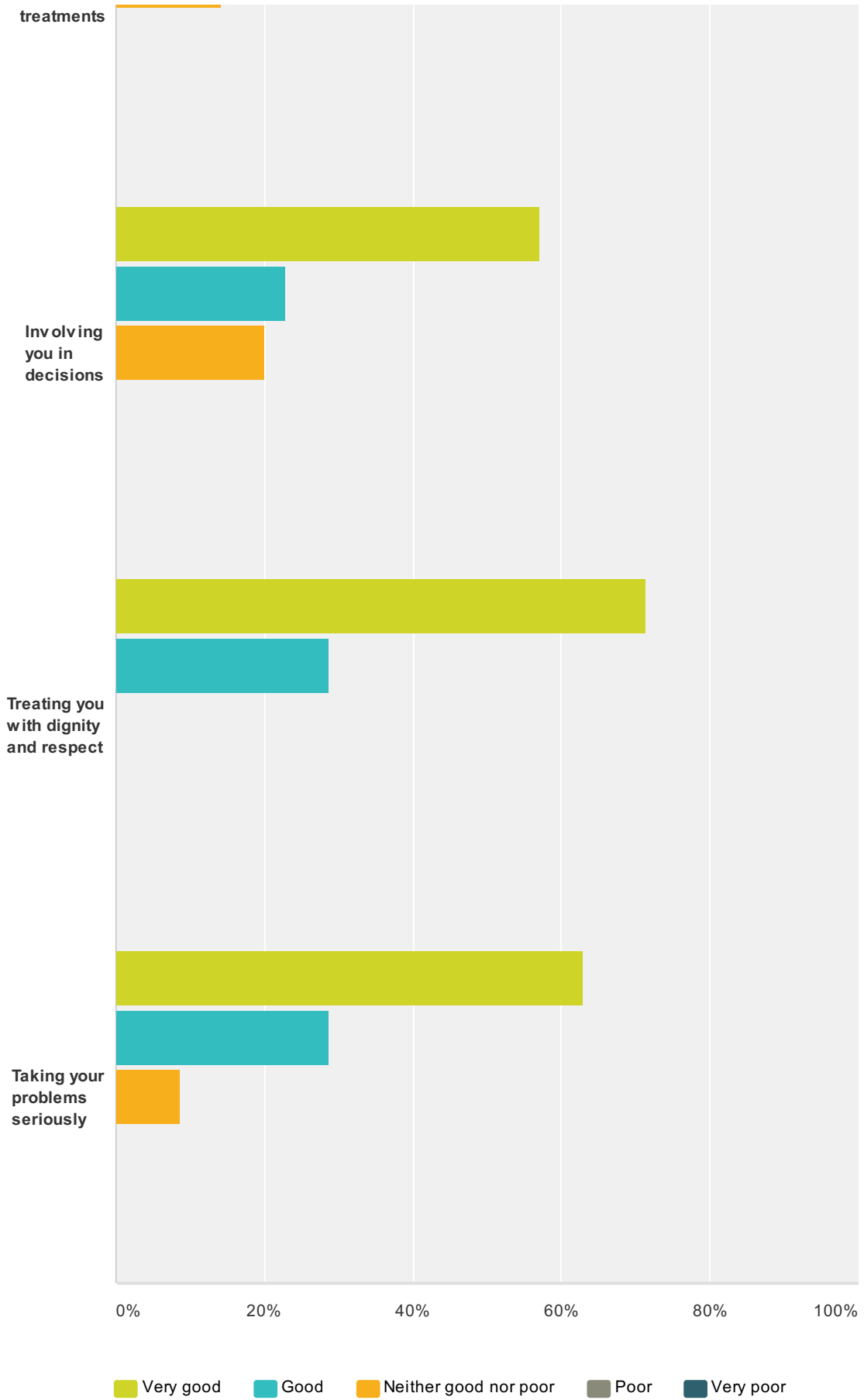
Answer Choices	Responses
Extremely easy	14.29% 5
Very easy	20% 7
Moderately easy	45.71% 16
Slightly easy	2.86% 1
Not at all easy	17.14% 6
Total	35

Q6 The last time you saw a Doctor at the practice, how good were they at each of the following?

Answered: 35 Skipped: 1



The Elms Medical Practice Satisfaction Survey



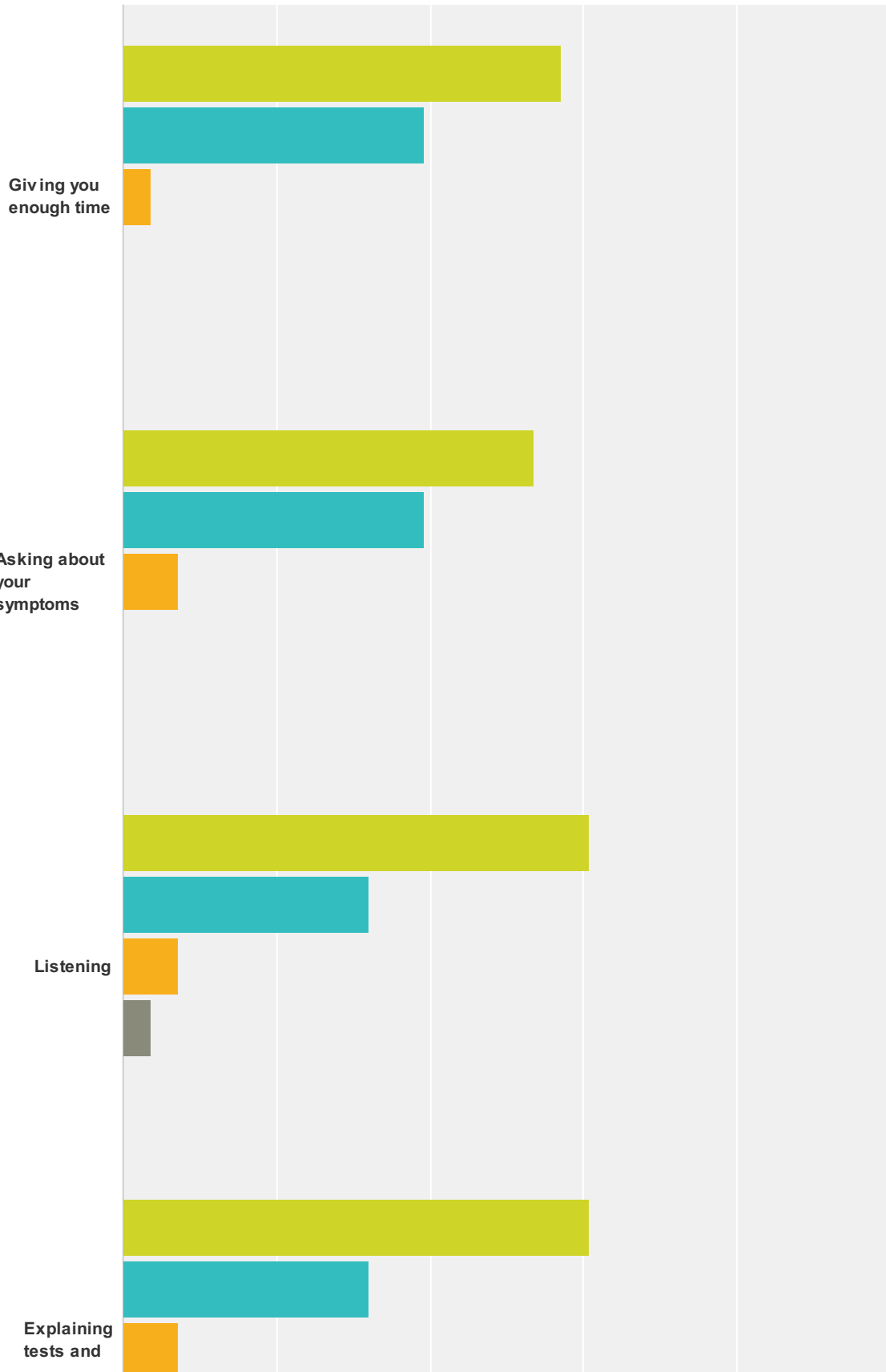
	Very good	Good	Neither good nor poor	Poor	Very poor	Total Respondents
Giving you enough time	51.43% 18	42.86% 15	2.86% 1	2.86% 1	0% 0	35

The Elms Medical Practice Satisfaction Survey

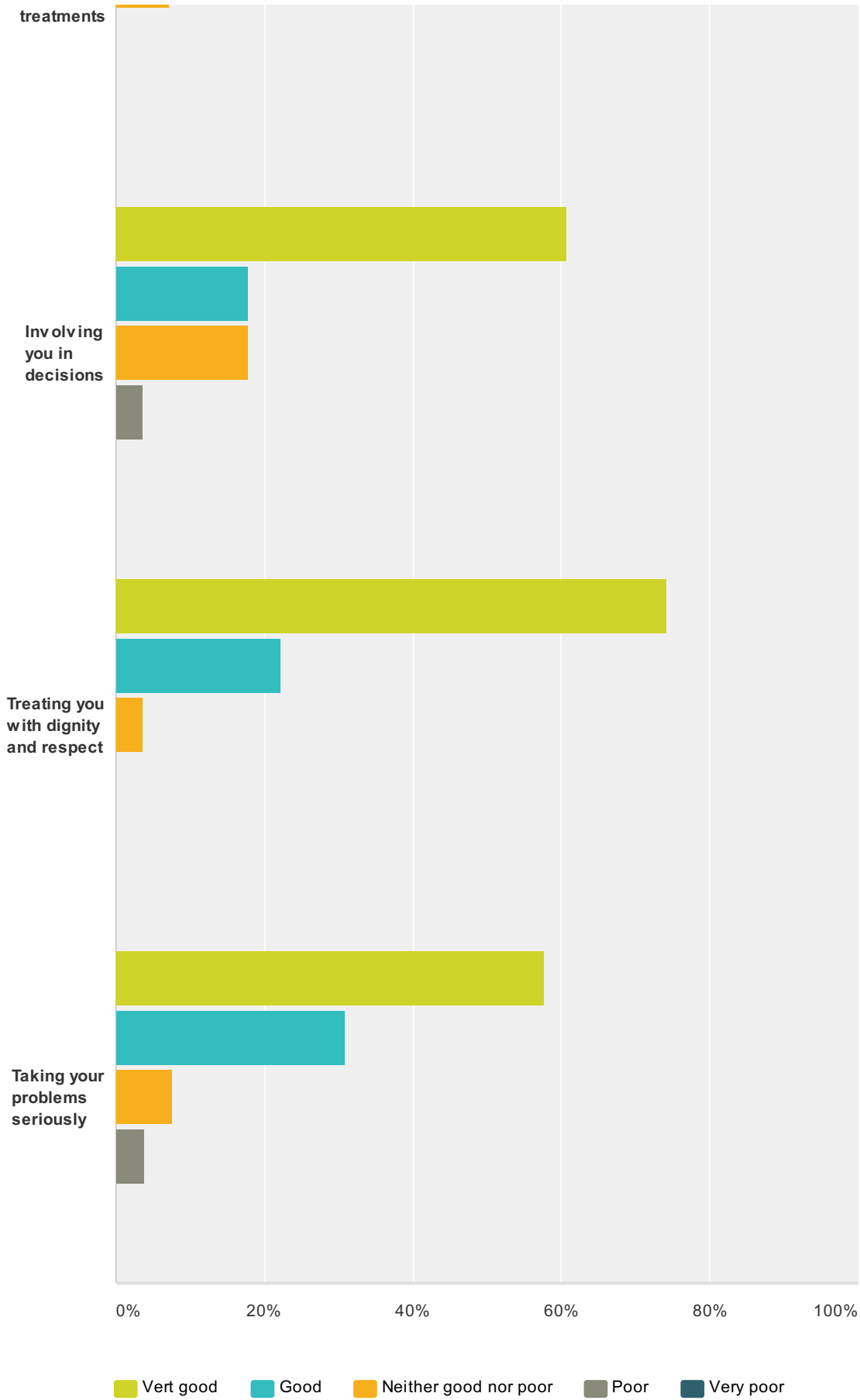
Asking about your symptoms	57.14% 20	37.14% 13	5.71% 2	0% 0	0% 0	0% 0	35
Listening	58.82% 20	38.24% 13	2.94% 1	0% 0	0% 0	0% 0	34
Explaining tests and treatments	57.14% 20	28.57% 10	14.29% 5	0% 0	0% 0	0% 0	35
Involving you in decisions	57.14% 20	22.86% 8	20% 7	0% 0	0% 0	0% 0	35
Treating you with dignity and respect	71.43% 25	28.57% 10	0% 0	0% 0	0% 0	0% 0	35
Taking your problems seriously	62.86% 22	28.57% 10	8.57% 3	0% 0	0% 0	0% 0	35

Q7 The last time you saw a nurse at the practice, how good were they at each of the following?

Answered: 28 Skipped: 8



The Elms Medical Practice Satisfaction Survey



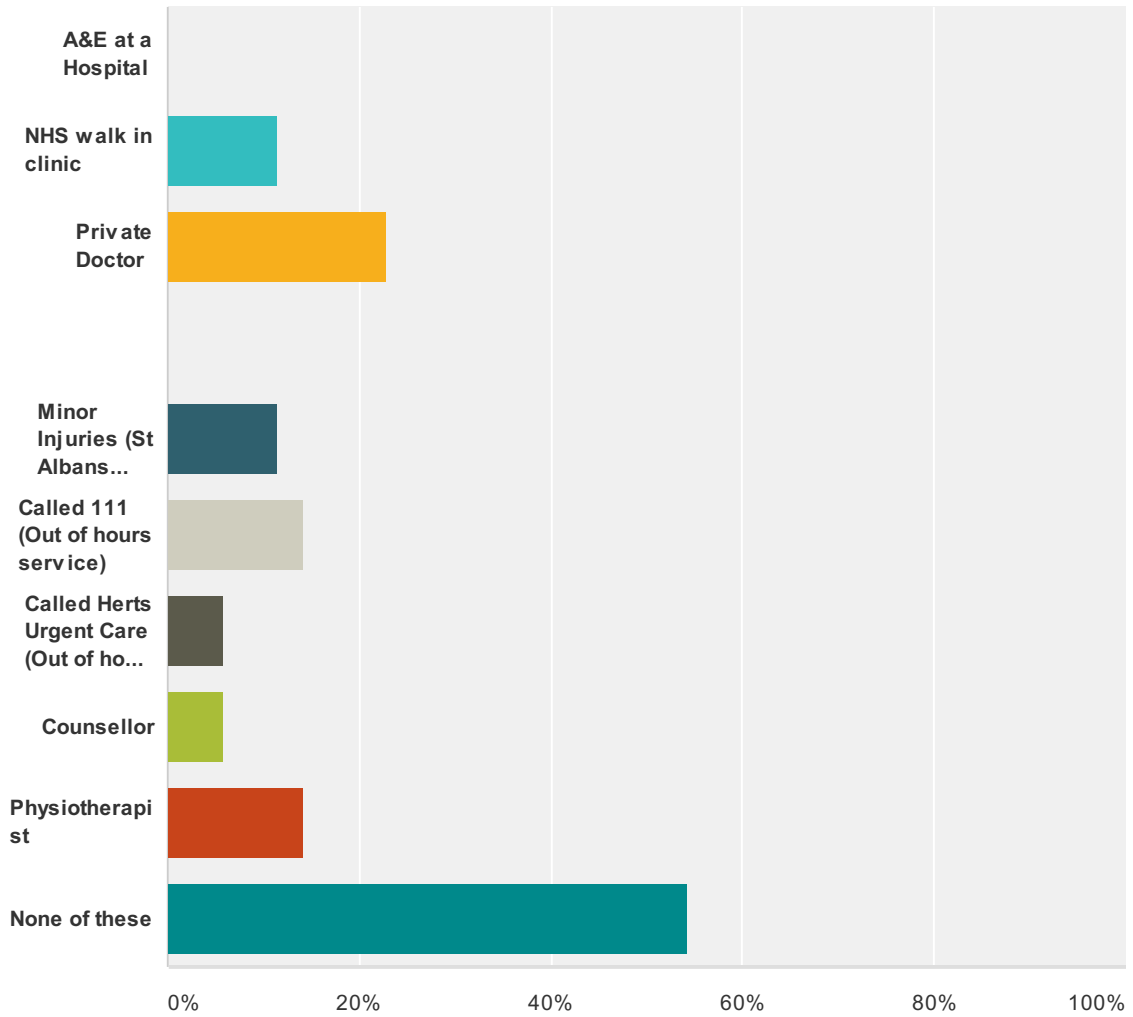
	Vert good	Good	Neither good nor poor	Poor	Very poor	Total Respondents
Giving you enough time	57.14%	39.29%	3.57%	0%	0%	28
	16	11	1	0	0	

The Elms Medical Practice Satisfaction Survey

Asking about your symptoms	53.57% 15	39.29% 11	7.14% 2	0% 0	0% 0	28
Listening	60.71% 17	32.14% 9	7.14% 2	3.57% 1	0% 0	29
Explaining tests and treatments	60.71% 17	32.14% 9	7.14% 2	0% 0	0% 0	28
Involving you in decisions	60.71% 17	17.86% 5	17.86% 5	3.57% 1	0% 0	28
Treating you with dignity and respect	74.07% 20	22.22% 6	3.70% 1	0% 0	0% 0	27
Taking your problems seriously	57.69% 15	30.77% 8	7.69% 2	3.85% 1	0% 0	26

Q8 In the last 12 months have you used any of the following?

Answered: 35 Skipped: 1



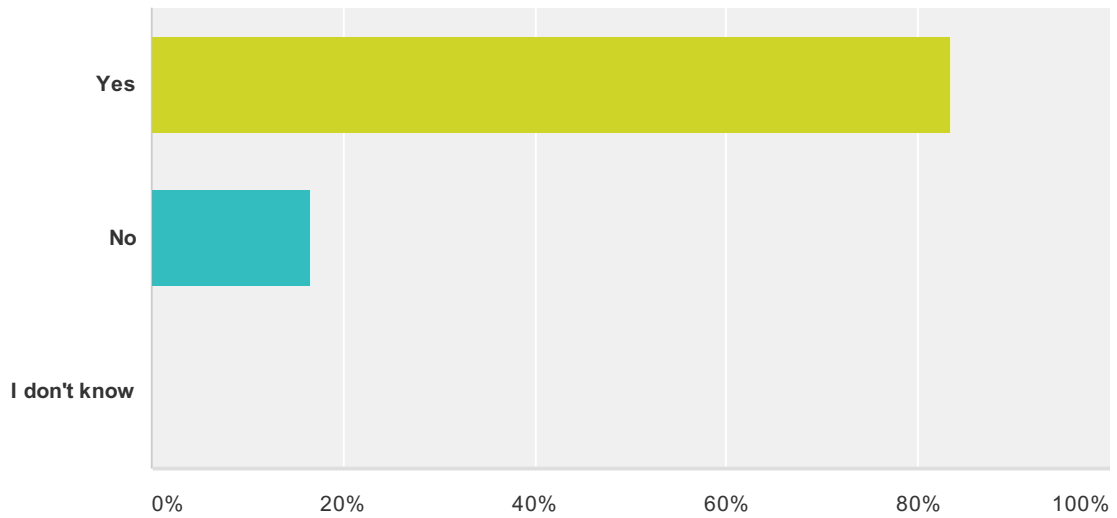
Answer Choices	Responses
A&E at a Hospital	0% 0
NHS walk in clinic	11.43% 4
Private Doctor	22.86% 8
Family PLanning Clinic	0% 0
Minor Injuries (St Albans Hospital)	11.43% 4
Called 111 (Out of hours service)	14.29% 5
Called Herts Urgent Care (Out of hours service)	5.71% 2
Counsellor	5.71% 2
Physiotherapist	14.29% 5
None of these	54.29% 19

The Elms Medical Practice Satisfaction Survey

Total Respondents: 35

Q9 You can now make an appointment through our website. Are you aware of these changes?

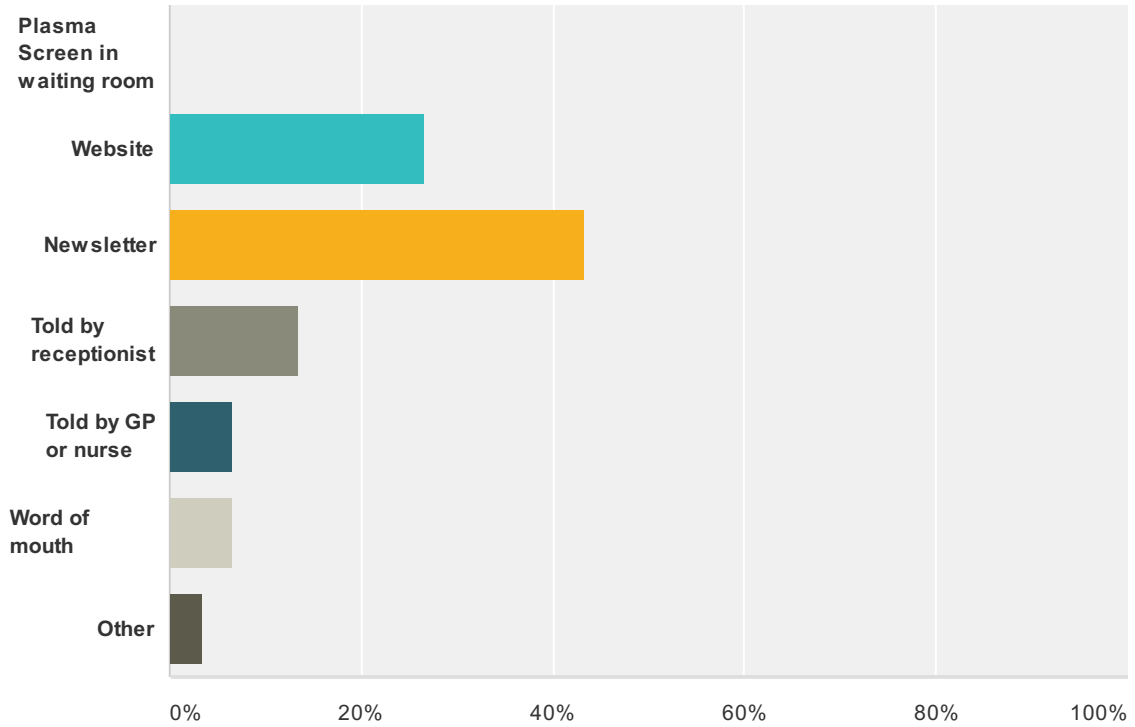
Answered: 36 Skipped: 0



Answer Choices	Responses	
Yes	83.33%	30
No	16.67%	6
I don't know	0%	0
Total		36

Q10 If yes, how did you find out about the changes?

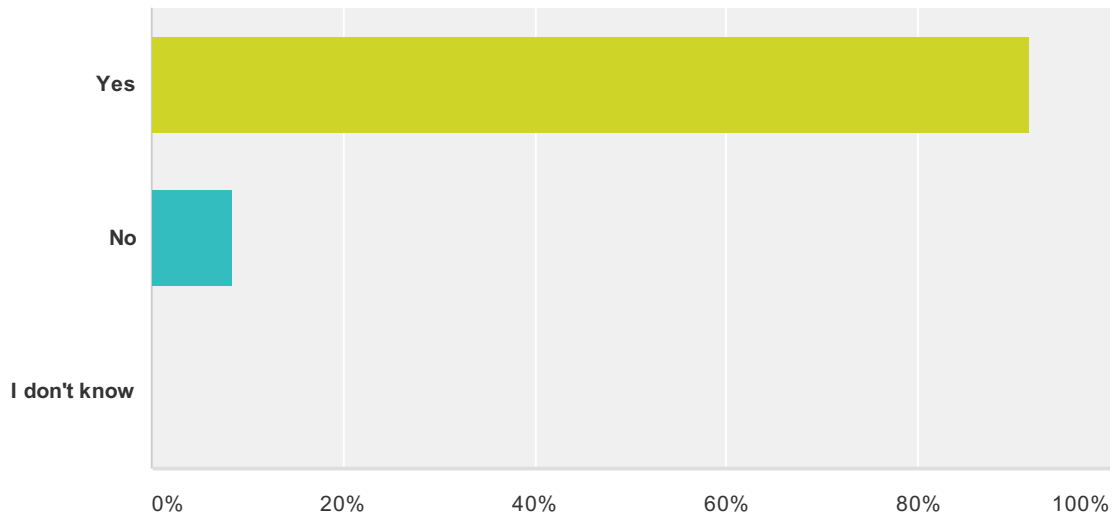
Answered: 30 Skipped: 6



Answer Choices	Responses
Plasma Screen in waiting room	0% 0
Website	26.67% 8
Newsletter	43.33% 13
Told by receptionist	13.33% 4
Told by GP or nurse	6.67% 2
Word of mouth	6.67% 2
Other	3.33% 1
Total	30

Q11 You can order repeat prescriptions through our website. Are you aware of these changes?

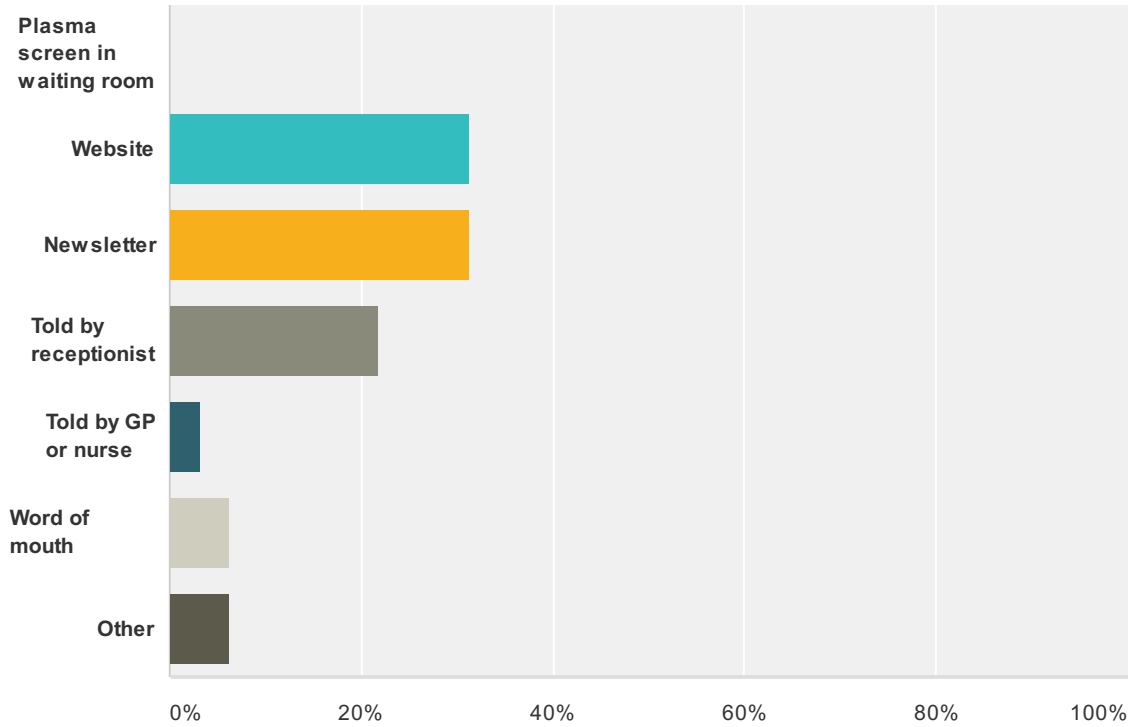
Answered: 36 Skipped: 0



Answer Choices	Responses	
Yes	91.67%	33
No	8.33%	3
I don't know	0%	0
Total		36

Q12 If yes, how did you find out about the changes?

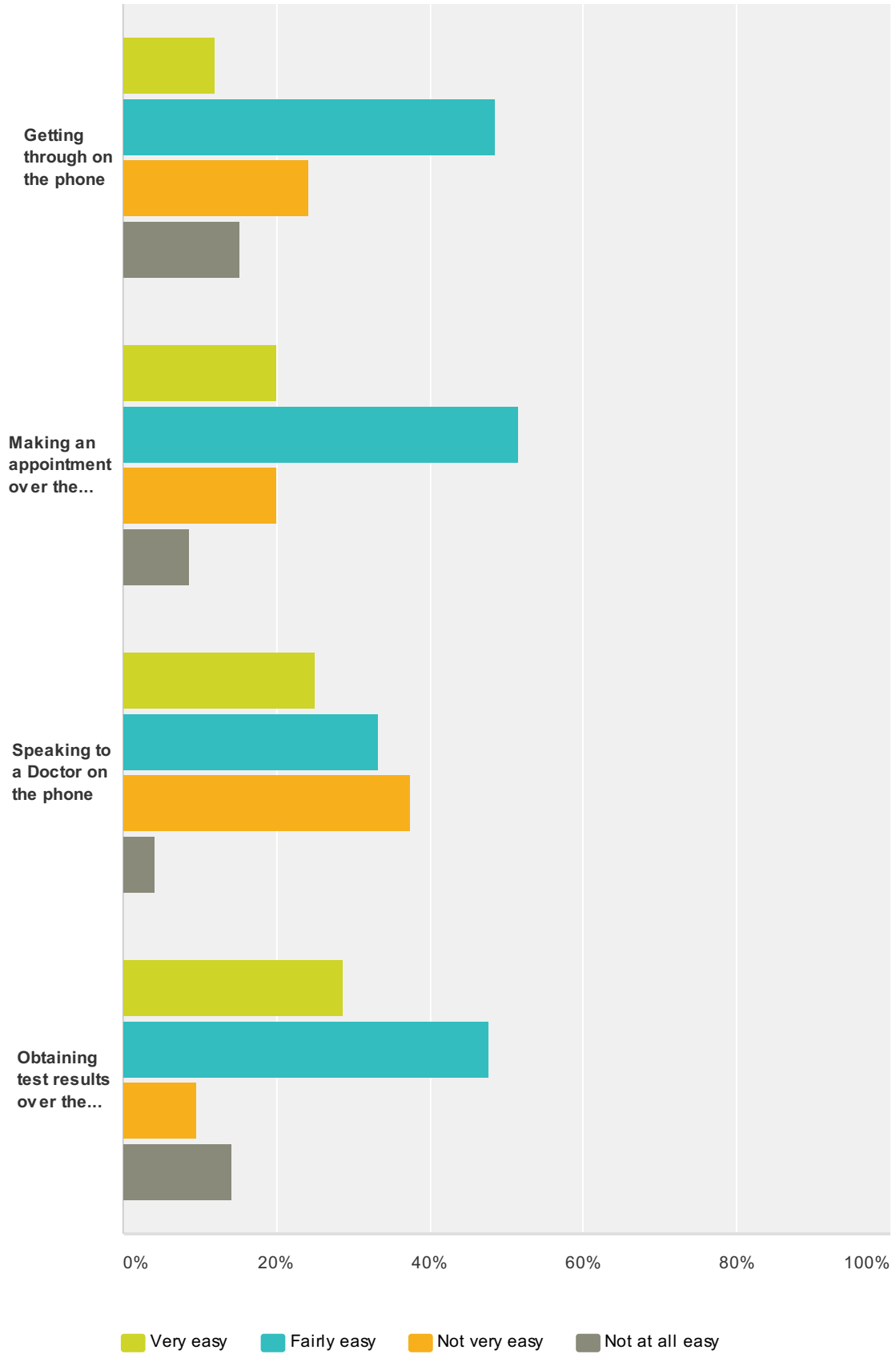
Answered: 32 Skipped: 4



Answer Choices	Responses
Plasma screen in waiting room	0% 0
Website	31.25% 10
Newsletter	31.25% 10
Told by receptionist	21.88% 7
Told by GP or nurse	3.13% 1
Word of mouth	6.25% 2
Other	6.25% 2
Total	32

Q13 In the past 6 months, how easy have you found the following?

Answered: 35 Skipped: 1

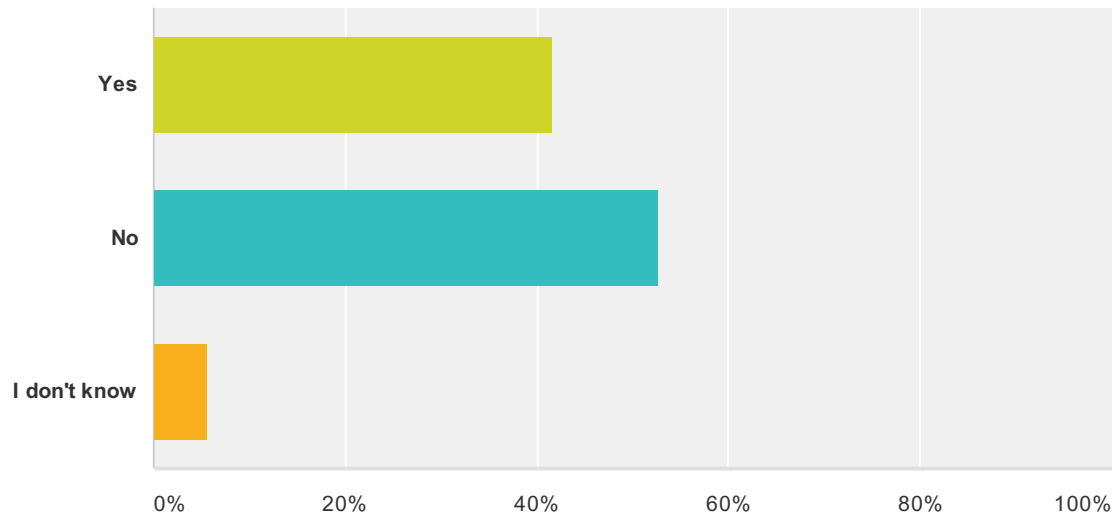


The Elms Medical Practice Satisfaction Survey

	Very easy	Fairly easy	Not very easy	Not at all easy	Total
Getting through on the phone	12.12% 4	48.48% 16	24.24% 8	15.15% 5	33
Making an appointment over the phone	20% 7	51.43% 18	20% 7	8.57% 3	35
Speaking to a Doctor on the phone	25% 6	33.33% 8	37.50% 9	4.17% 1	24
Obtaining test results over the phone	28.57% 6	47.62% 10	9.52% 2	14.29% 3	21

Q14 Our lead nurse is now fully qualified to deal with minor illness. Are you aware of these changes?

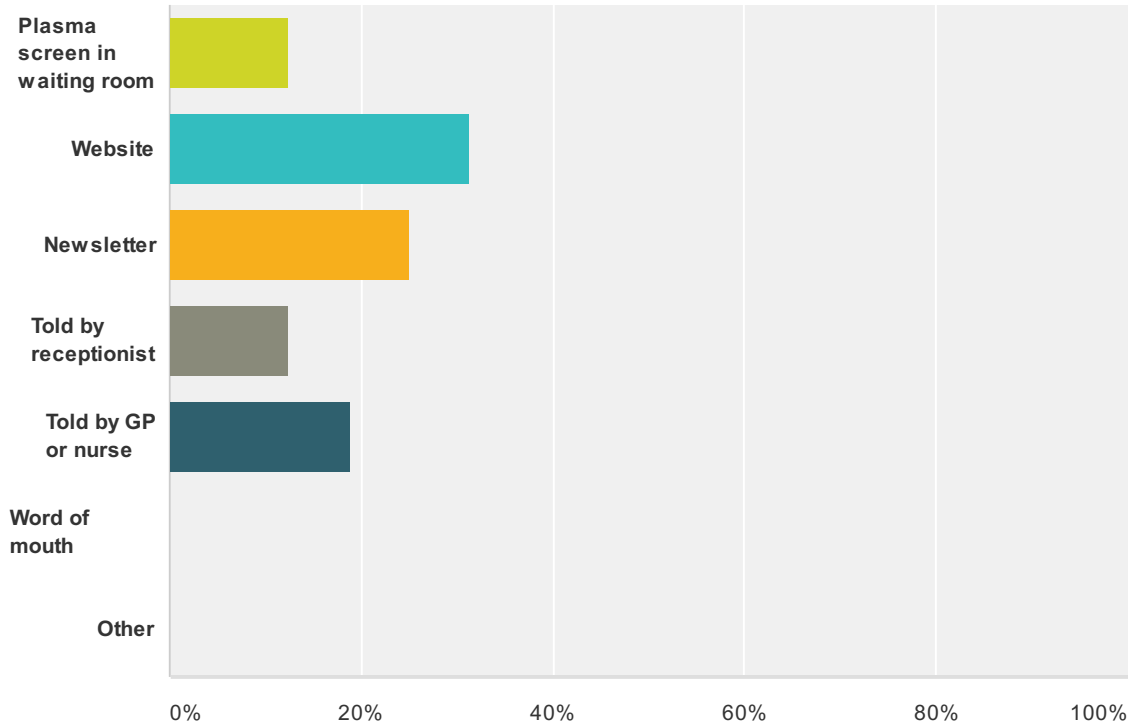
Answered: 36 Skipped: 0



Answer Choices	Responses	
Yes	41.67%	15
No	52.78%	19
I don't know	5.56%	2
Total		36

Q15 If yes, how did you find out about the changes?

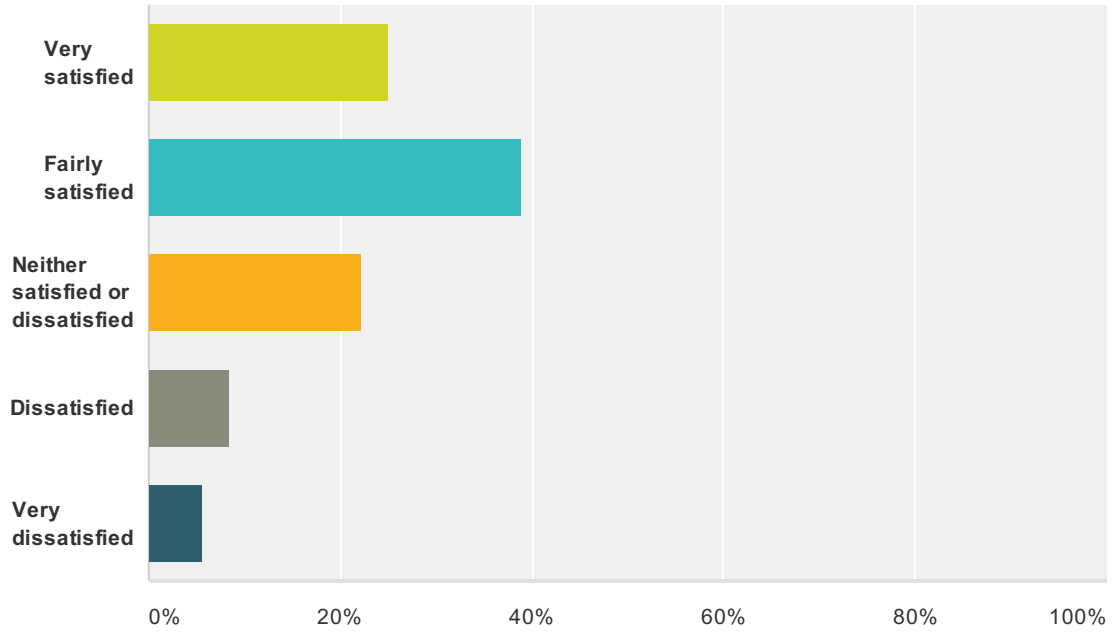
Answered: 16 Skipped: 20



Answer Choices	Responses
Plasma screen in waiting room	12.50% 2
Website	31.25% 5
Newsletter	25% 4
Told by receptionist	12.50% 2
Told by GP or nurse	18.75% 3
Word of mouth	0% 0
Other	0% 0
Total	16

Q16 How satisfied are you with the appointment system?

Answered: 36 Skipped: 0



Answer Choices	Responses	
Very satisfied	25%	9
Fairly satisfied	38.89%	14
Neither satisfied or dissatisfied	22.22%	8
Dissatisfied	8.33%	3
Very dissatisfied	5.56%	2
Total		36

The Elms Medical Practice Satisfaction Survey

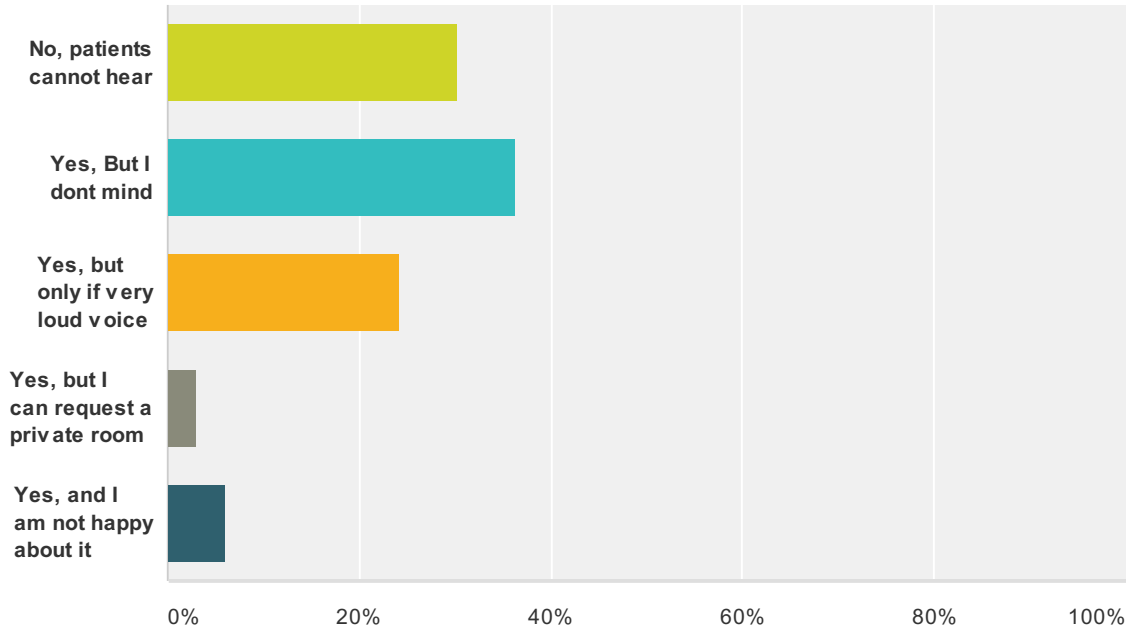
Q17 If dissatisfied, what changes would you like to see? How can we further improve access?

Answered: 8 Skipped: 28

#	Responses	Date
1	Wish the early morning and Saturdays could be prioritised for workers. Book further in advance than 2 weeks	1/24/2014 8:10 AM
2	5 minute emergency appointments for the day you call are unsatisfactory - children never plan to be ill - trying to get an appointment around school pick ups for the sick child whilst others are at school is almost impossible	1/14/2014 1:18 PM
3	Takes too, long to get an appointment and cannot make one too far in advance. Small window of operation (no pun). Get the feeling of ' can you please stay I'll for week or so so that you can see a doctor, or if not, go to the Urgent Care Centre at Hemel. Wasn't the way 50 years ago one just went to the surgery and got in a queue like going for a haircut. No drama. Today it is a saga.	1/9/2014 11:51 AM
4	Answering phone quicker on appointments number, particularly in the morning	1/9/2014 11:42 AM
5	More appointments available on the day, without having to insist it is an emergency. One does not visit the doctor without it seeming to be an emergency to the patient.	1/9/2014 11:03 AM
6	have to wait at least a week to 10 days to see my own Dr which is very important when continuity is needed with a certain condition.	1/9/2014 10:39 AM
7	Increased access outside 9-5	1/9/2014 10:12 AM
8	Scrap the ludicrous system where I'm told if I want an appointment in the afternoon, I have to call back in the afternoon. First come first served should be the system. Also, having waited 10 minutes to get through in the morning, I don't want to have to wait another 10 minutes in the afternoon. In a nutshell, if I need an appointment, I want to be able to book it first thing in the morning so that I can plan my day instead of having to wait until the afternoon.	1/9/2014 5:20 AM

Q18 At the reception desk, can you hear what is said in the waiting room?

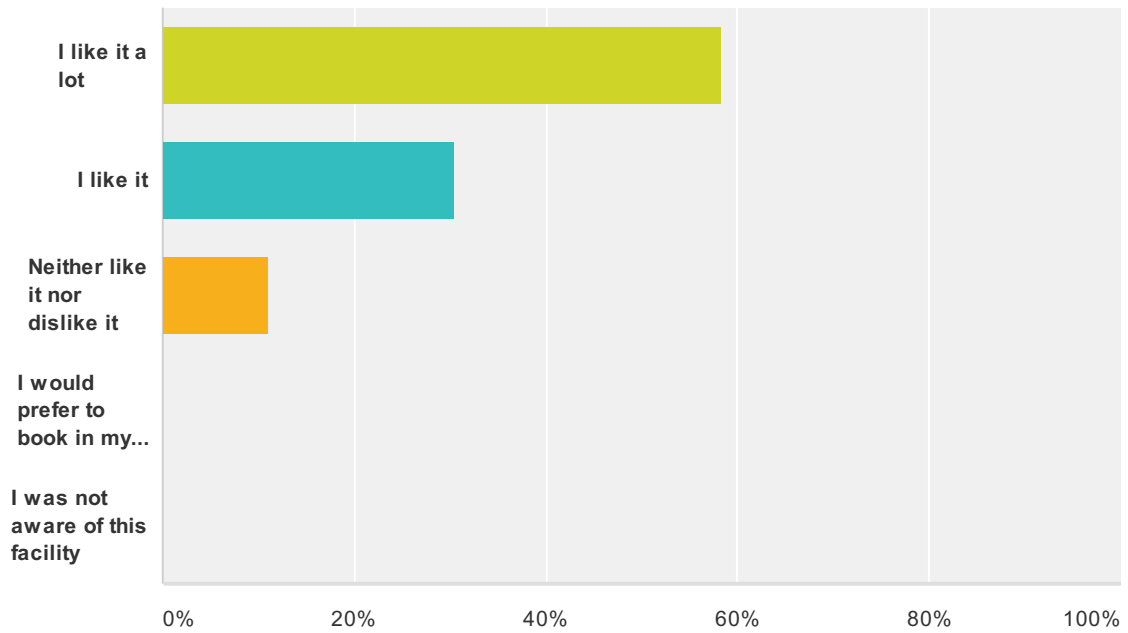
Answered: 33 Skipped: 3



Answer Choices	Responses
No, patients cannot hear	30.30% 10
Yes, But I dont mind	36.36% 12
Yes, but only if very loud voice	24.24% 8
Yes, but I can request a private room	3.03% 1
Yes, and I am not happy about it	6.06% 2
Total	33

Q19 Do you like our automatic check-in service (computer screen at reception desk)?

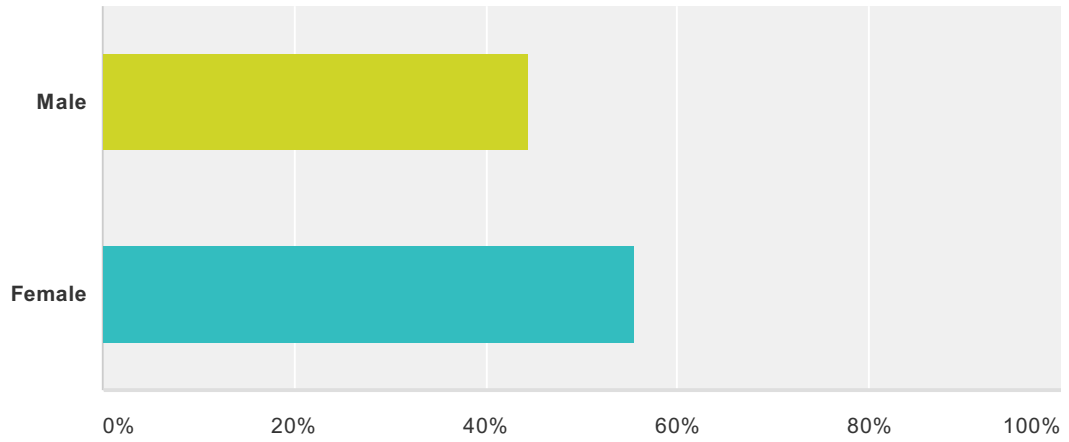
Answered: 36 Skipped: 0



Answer Choices	Responses
I like it a lot	58.33% 21
I like it	30.56% 11
Neither like it nor dislike it	11.11% 4
I would prefer to book in my arrival with the receptionist	0% 0
I was not aware of this facility	0% 0
Total	36

Q20 Are you male or female?

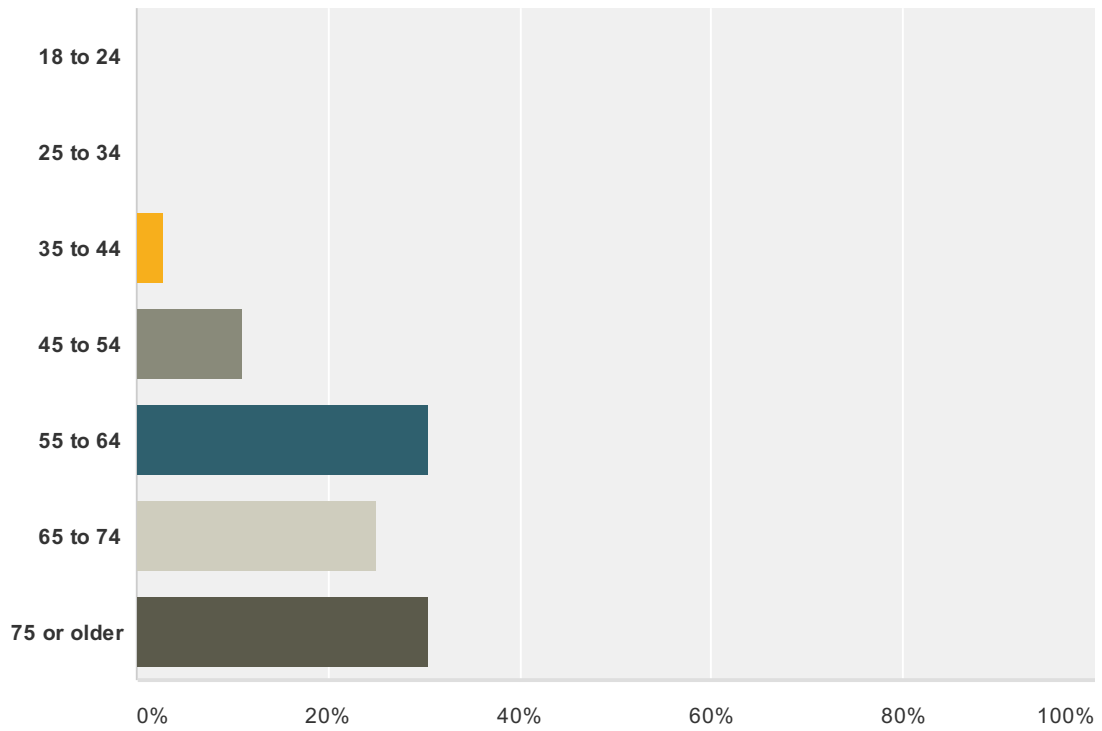
Answered: 36 Skipped: 0



Answer Choices	Responses
Male	44.44% 16
Female	55.56% 20
Total	36

Q21 What is your age?

Answered: 36 Skipped: 0



Answer Choices	Responses
18 to 24	0% 0
25 to 34	0% 0
35 to 44	2.78% 1
45 to 54	11.11% 4
55 to 64	30.56% 11
65 to 74	25% 9
75 or older	30.56% 11
Total	36

Q22 Which ethnic background do you represent?

Answered: 36 Skipped: 0



Answer Choices	Responses
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The Elms Medical Practice Satisfaction Survey

White British or Mixed British	100%	36
Irish	0%	0
Other White background	0%	0
White and Black Caribbean	0%	0
White and Black African	0%	0
White and Asian	0%	0
Other Mixed background	0%	0
Indian or British Indian	0%	0
Pakistani or British Pakistani	0%	0
Bangladeshi or British Bangladeshi	0%	0
Other Asian background	0%	0
Caribbean	0%	0
African	0%	0
Other Black background	0%	0
Chinese	0%	0
Other (please specify)	0%	0
Total		36

#	Other (please specify)	Date
	There are no responses.	

The Elms Medical Practice Satisfaction Survey

Q23 Do you have any other comments, questions, or concerns?

Answered: 16 Skipped: 20

#	Responses	Date
1	I am generally happy with the service I receive at the Surgery from all staff.	1/17/2014 7:10 AM
2	Not really	1/11/2014 7:51 AM
3	I find Dr.Rees extremely helpful and supportive on all visits and compared to the people I work with I think the Elms offer an exceptional service-you can always get an urgent appointment on the day. My husband also saw Dr. May who was excellent and obviously reviewed his notes after the visit and then telephoned and called him back for further tests-	1/10/2014 4:33 AM
4	I AM EXTREMELY HAPPY WITH EVERYTHING THANK YOU	1/10/2014 3:29 AM
5	would like to book at least four ahead instead of two weeks ahead - diary planning	1/9/2014 1:21 PM
6	Re people hearing my comments made at reception,I write things down and hand the note to the receptionist. Easy!	1/9/2014 11:51 AM
7	Your survey doesn't take account of the times we want appointments for children in the family, or should that have been included?	1/9/2014 11:42 AM
8	teething problems with new repeat prescription service as one item did not arrive and had to be re-ordered.	1/9/2014 11:38 AM
9	Generally happy with the service.	1/9/2014 11:08 AM
10	Not sure how you can increase the availability of doctors. Probably more doctors required.	1/9/2014 11:03 AM
11	Only as above is a concern. I think this is an excellent practice, and have written in to the Practice Manager twice to state this.	1/9/2014 10:39 AM
12	I am soon to move to Cornwall and other than family in Herts, top of my "things I'll miss" list is the Elms Practice. After about 30 years as a patient I STILL cannot fault the patient care.	1/9/2014 9:39 AM
13	On line booking, cancellation, and repeats are a great advance.	1/9/2014 7:16 AM
14	some questions eg re urgent need and use of nurse required a n/a slot Q on waiting for doctor infer 15min delay is OK - it isn't - I still feel lateness of doctor affects an apprehensive patient; at the very least a system of update and explanation, as with delayed rail services, should be employed	1/9/2014 7:14 AM
15	Appointments whether for nurse or Dr, MUST start on time. I feel this is the worst aspect of this practice and often I have waited way beyond my time. 3/4hour on one occasion. Also if the Dr is going to address me by my Christian name then I should also feel able to address them by their first name. Otherwise I should be Mrs.	1/9/2014 5:25 AM
16	A superb surgery in every way - everyone really cares about me	1/9/2014 5:02 AM