

Patient Survey 14-15

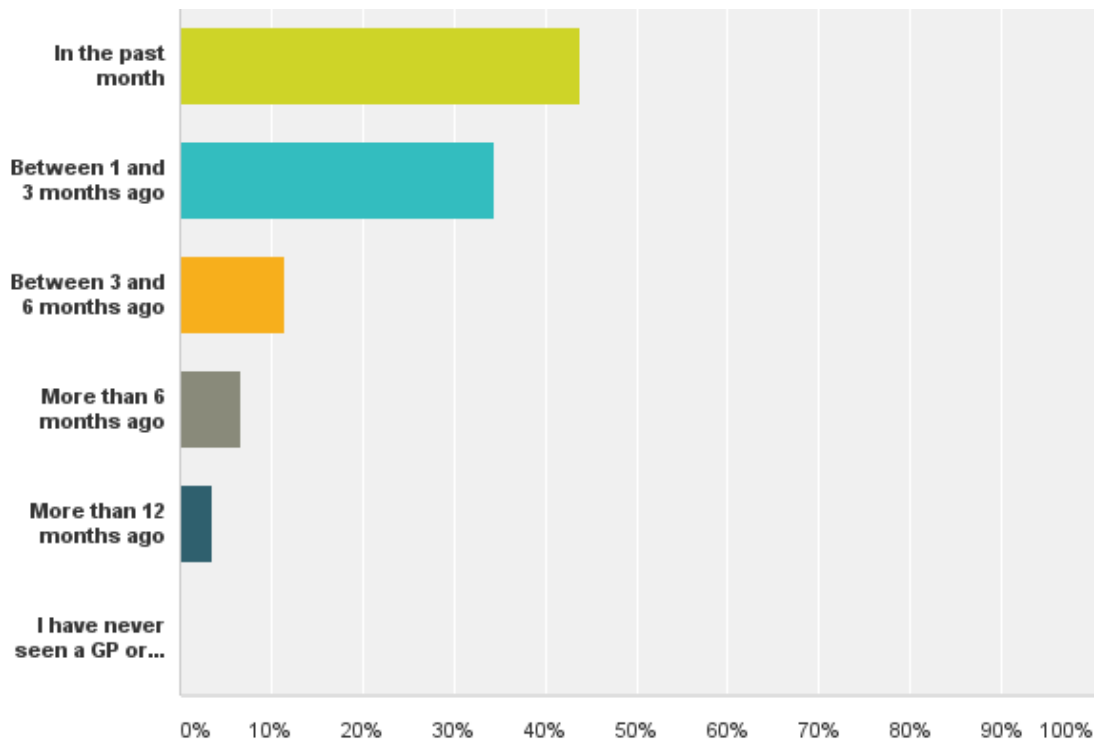
March 2015

194

Total Responses

Q1: When did you last see or speak to a doctor or nurse at the surgery?

Answered: 192 Skipped: 2



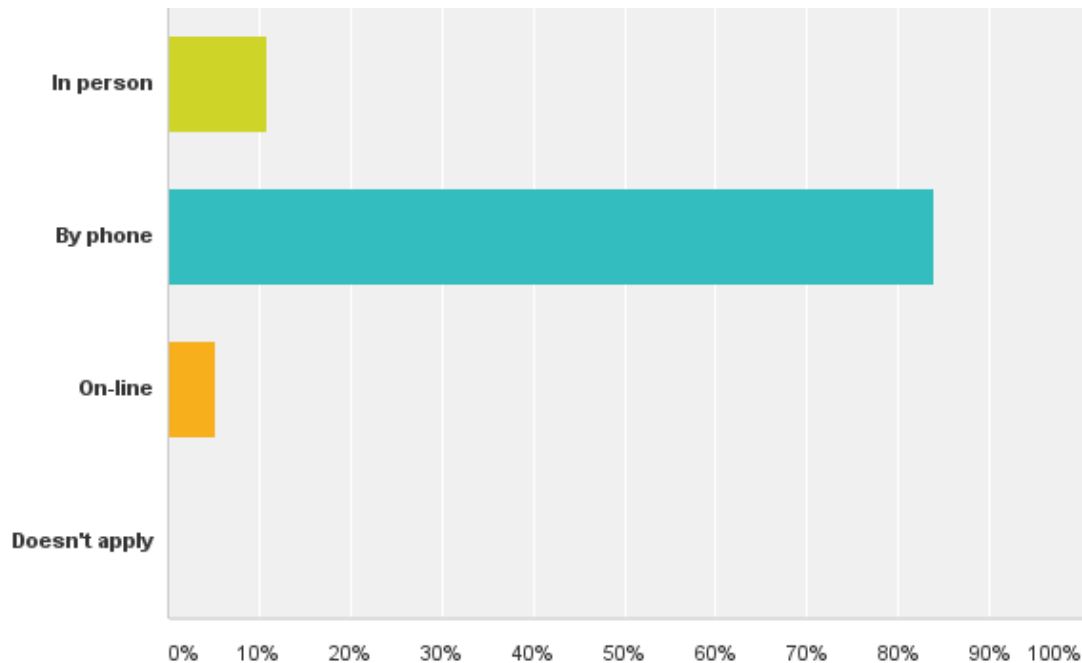
Q1: When did you last see or speak to a doctor or nurse at the surgery?

Answered: 192 Skipped: 2

Answer Choices	Responses	
In the past month	43.75%	84
Between 1 and 3 months ago	34.38%	66
Between 3 and 6 months ago	11.46%	22
More than 6 months ago	6.77%	13
More than 12 months ago	3.65%	7
I have never seen a GP or Nurse at the surgery	0.00%	0
Total		192

Q2: How do you normally book your appointment to see a doctor, nurse or healthcare assistant at the surgery?

Answered: 194 Skipped: 0



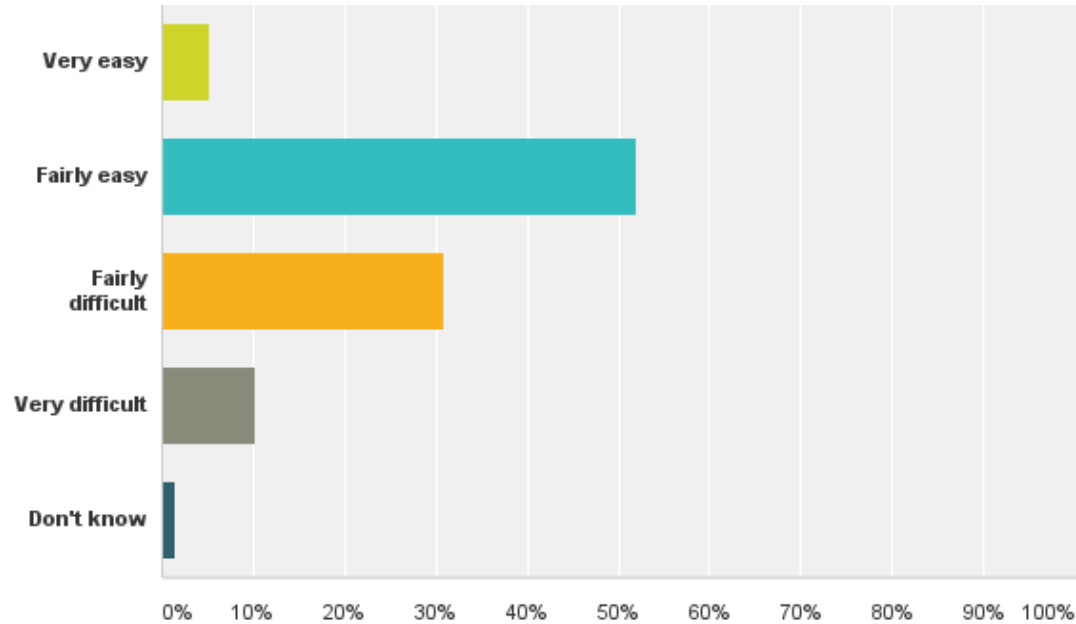
Q2: How do you normally book your appointment to see a doctor, nurse or healthcare assistant at the surgery?

Answered: 194 Skipped: 0

Answer Choices	Responses	
In person	10.82%	21
By phone	84.02%	163
On-line	5.15%	10
Doesn't apply	0.00%	0
Total		194

Q3: How easy is it to get through to the surgery by phone?

Answered: 194 Skipped: 0



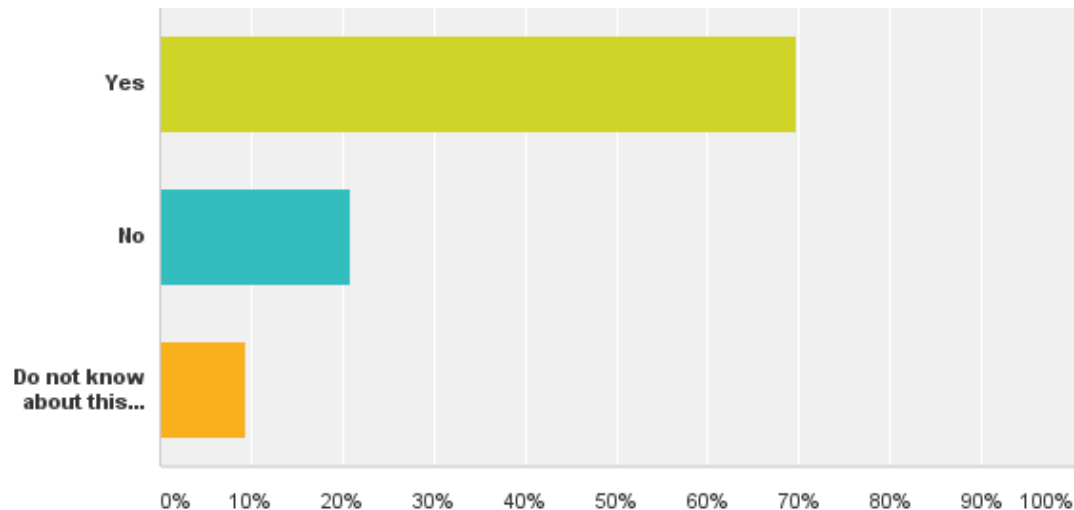
Q3: How easy is it to get through to the surgery by phone?

Answered: 194 Skipped: 0

Answer Choices	Responses
Very easy	5.15% 10
Fairly easy	52.06% 101
Fairly difficult	30.93% 60
Very difficult	10.31% 20
Don't know	1.55% 3
Total	194

Q4: Have you registered to use the on-line appointment booking and repeat prescription ordering service?

Answered: 192 Skipped: 2



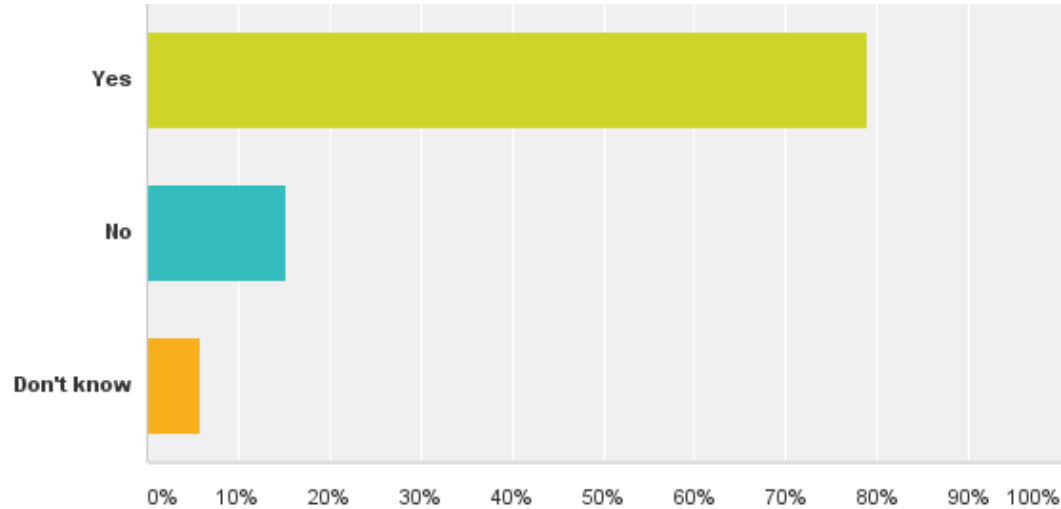
Q4: Have you registered to use the on-line appointment booking and repeat prescription ordering service?

Answered: 192 Skipped: 2

Answer Choices	Responses	
Yes	69.79%	134
No	20.83%	40
Do not know about this service	9.38%	18
Total		192

Q5: Does the practice offer appointment times that are convenient to you?

Answered: 189 Skipped: 5



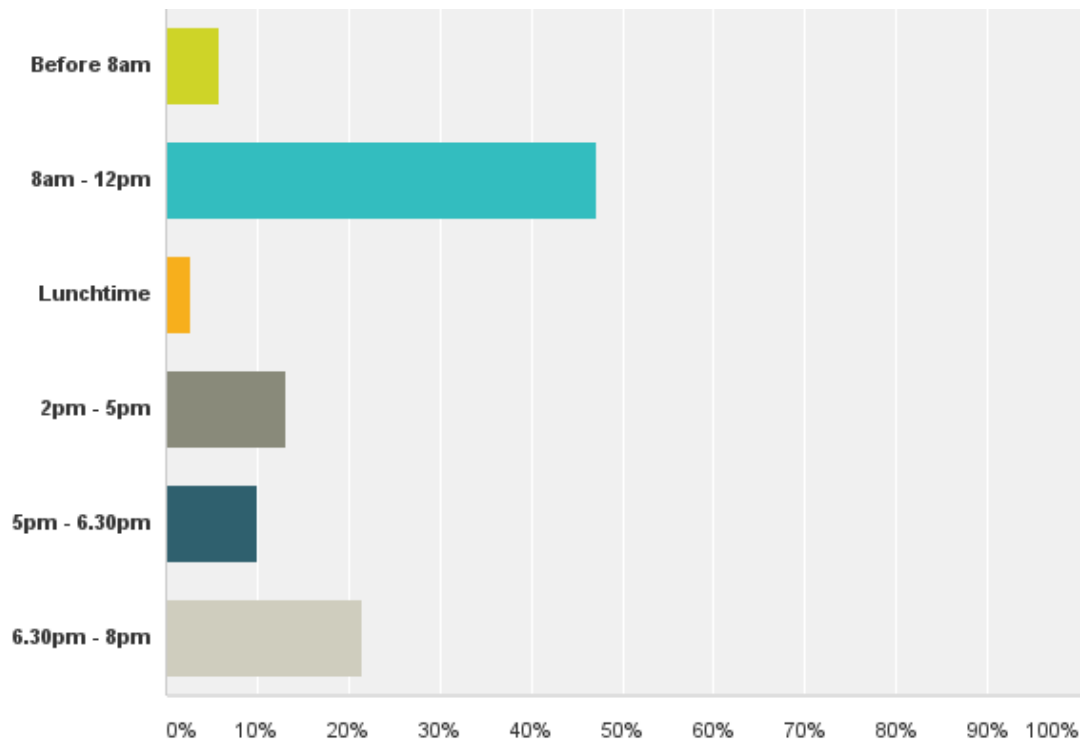
Q5: Does the practice offer appointment times that are convenient to you?

Answered: 189 Skipped: 5

Answer Choices	Responses
Yes	78.84% 149
No	15.34% 29
Don't know	5.82% 11
Total	189

Q6: Which times are most convenient for you to attend appointments with a doctor/nurse?

Answered: 191 Skipped: 3



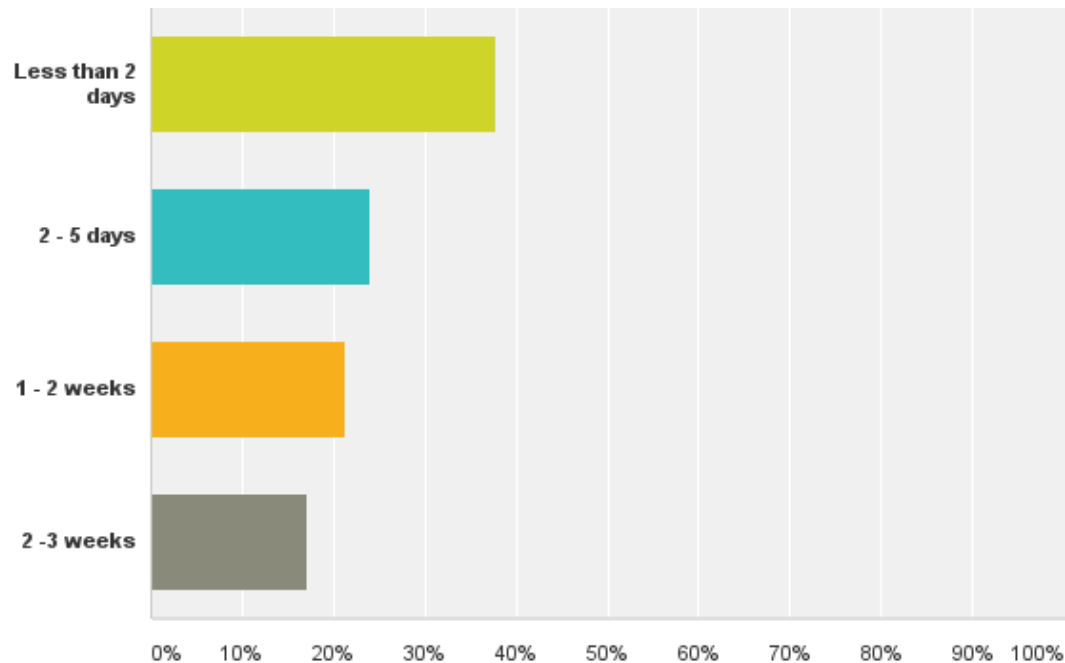
Q6: Which times are most convenient for you to attend appointments with a doctor/nurse?

Answered: 191 Skipped: 3

Answer Choices	Responses
Before 8am	5.76% 11
8am - 12pm	47.12% 90
Lunchtime	2.62% 5
2pm - 5pm	13.09% 25
5pm - 6.30pm	9.95% 19
6.30pm - 8pm	21.47% 41
Total	191

Q7: Last time you needed to see a doctor, how quickly were you able to get an appointment?

Answered: 188 Skipped: 6



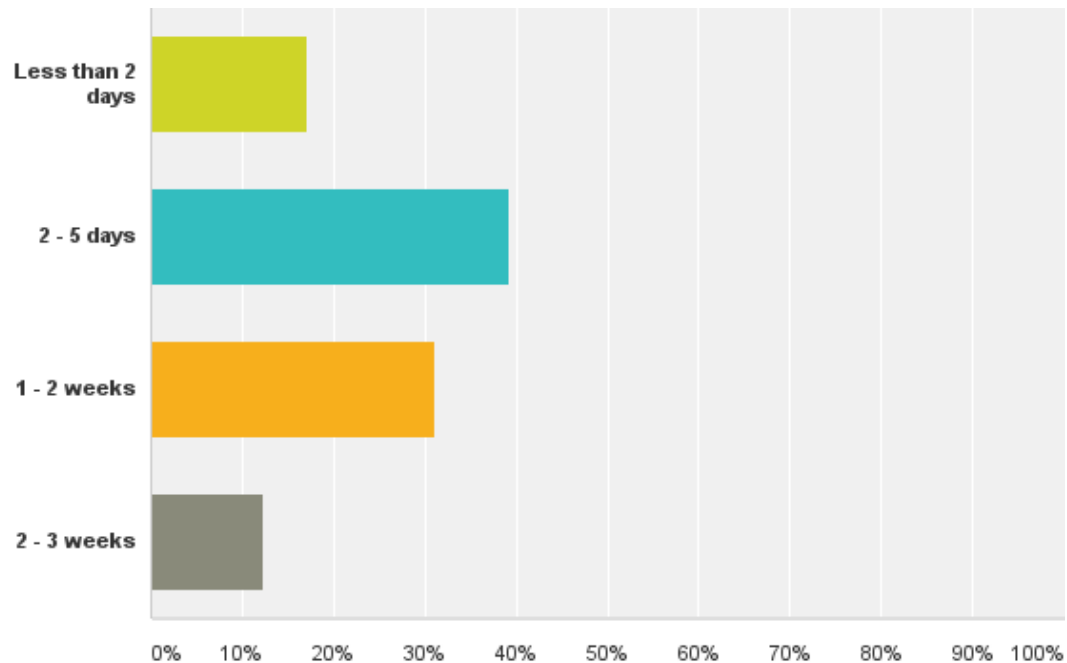
Q7: Last time you needed to see a doctor, how quickly were you able to get an appointment?

Answered: 188 Skipped: 6

Answer Choices	Responses
Less than 2 days	37.77% 71
2 - 5 days	23.94% 45
1 - 2 weeks	21.28% 40
2 -3 weeks	17.02% 32
Total	188

Q8: Last time you needed to see a nurse, how quickly were you able to get an appointment?

Answered: 186 Skipped: 8



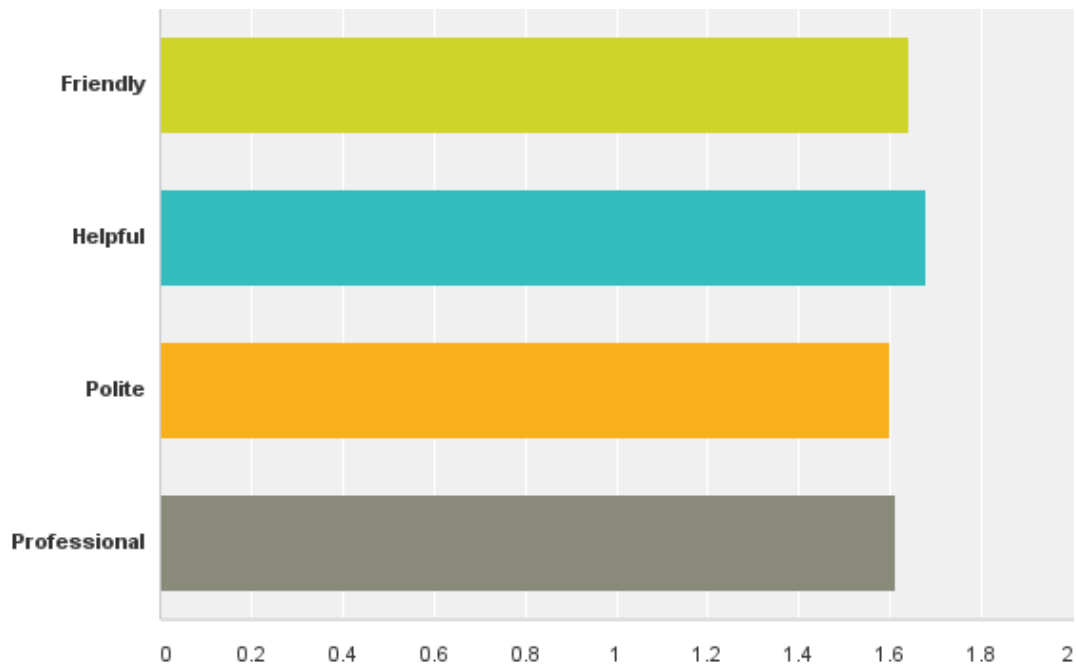
Q8: Last time you needed to see a nurse, how quickly were you able to get an appointment?

Answered: 186 Skipped: 8

Answer Choices	Responses	
Less than 2 days	17.20%	32
2 - 5 days	39.25%	73
1 - 2 weeks	31.18%	58
2 - 3 weeks	12.37%	23
Total		186

Q9: Remembering the last time you telephoned the practice, please rate how the person answering dealt with your query:

Answered: 190 Skipped: 4



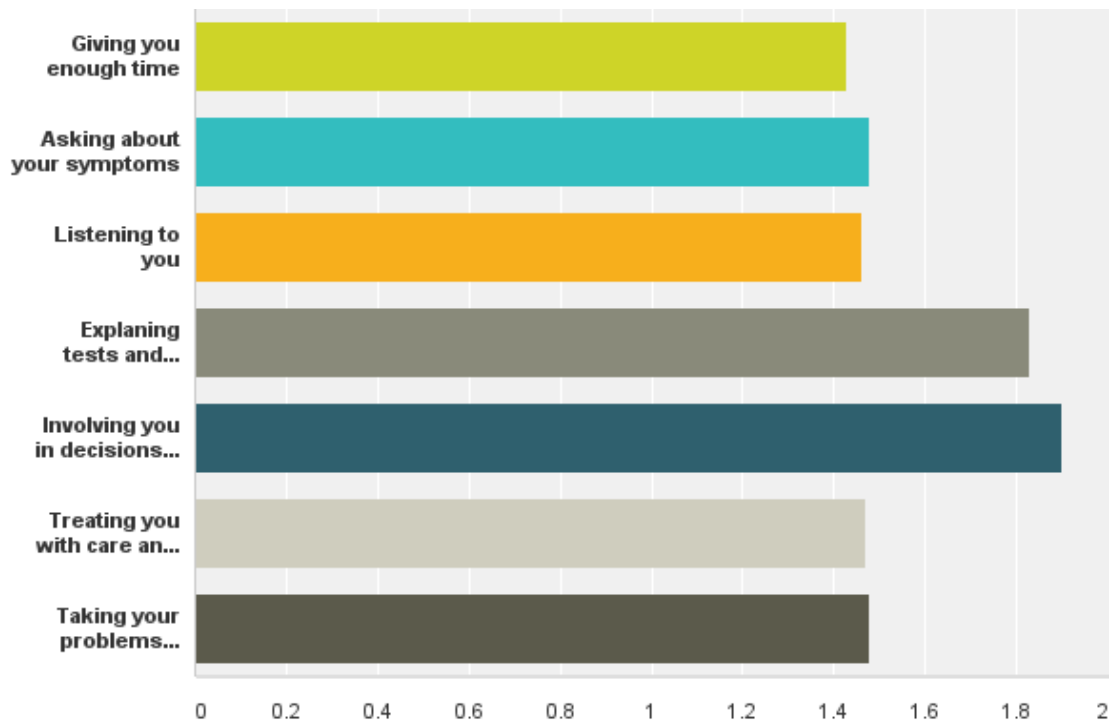
Q9: Remembering the last time you telephoned the practice, please rate how the person answering dealt with your query:

Answered: 190 Skipped: 4

	Excellent	Good	Average	Poor	Very Poor	Total	Weighted Average
Friendly	51.32% 97	35.98% 68	10.58% 20	1.59% 3	0.53% 1	189	1.64
Helpful	51.06% 96	34.04% 64	11.70% 22	2.66% 5	0.53% 1	188	1.68
Polite	53.72% 101	34.57% 65	10.64% 20	0.53% 1	0.53% 1	188	1.60
Professional	54.05% 100	34.59% 64	8.11% 15	2.70% 5	0.54% 1	185	1.61

Q10: Last time you saw a doctor at the practice, how good was the doctor at:

Answered: 193 Skipped: 1



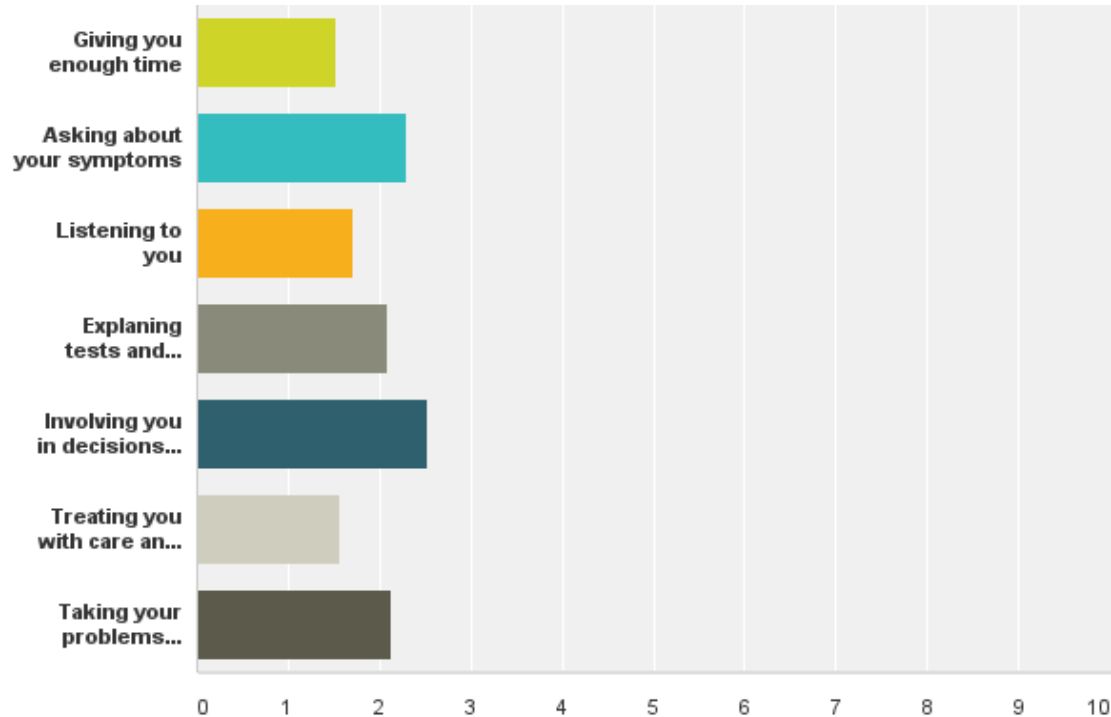
Q10: Last time you saw a doctor at the practice, how good was the doctor at:

Answered: 193 Skipped: 1

	Very good	Good	Average	Poor	Very poor	Doesn't apply	Total	Weighted Average
Giving you enough time	70.47% 136	19.69% 38	8.29% 16	0.52% 1	0.00% 0	1.04% 2	193	1.43
Asking about your symptoms	69.43% 134	19.69% 38	7.77% 15	1.55% 3	0.00% 0	1.55% 3	193	1.48
Listening to you	70.98% 137	19.17% 37	6.22% 12	2.07% 4	0.00% 0	1.55% 3	193	1.46
Explaining tests and treatments	62.50% 120	21.35% 41	5.73% 11	0.52% 1	1.04% 2	8.85% 17	192	1.83
Involving you in decisions about your care	63.54% 122	16.15% 31	8.33% 16	1.56% 3	0.00% 0	10.42% 20	192	1.90
Treating you with care and concern	70.47% 136	18.65% 36	7.77% 15	1.04% 2	0.52% 1	1.55% 3	193	1.47
Taking your problems seriously	71.20% 136	19.37% 37	5.24% 10	0.52% 1	1.57% 3	2.09% 4	191	1.48

Q11: Last time you saw a nurse at the practice, how good was the nurse at:

Answered: 192 Skipped: 2



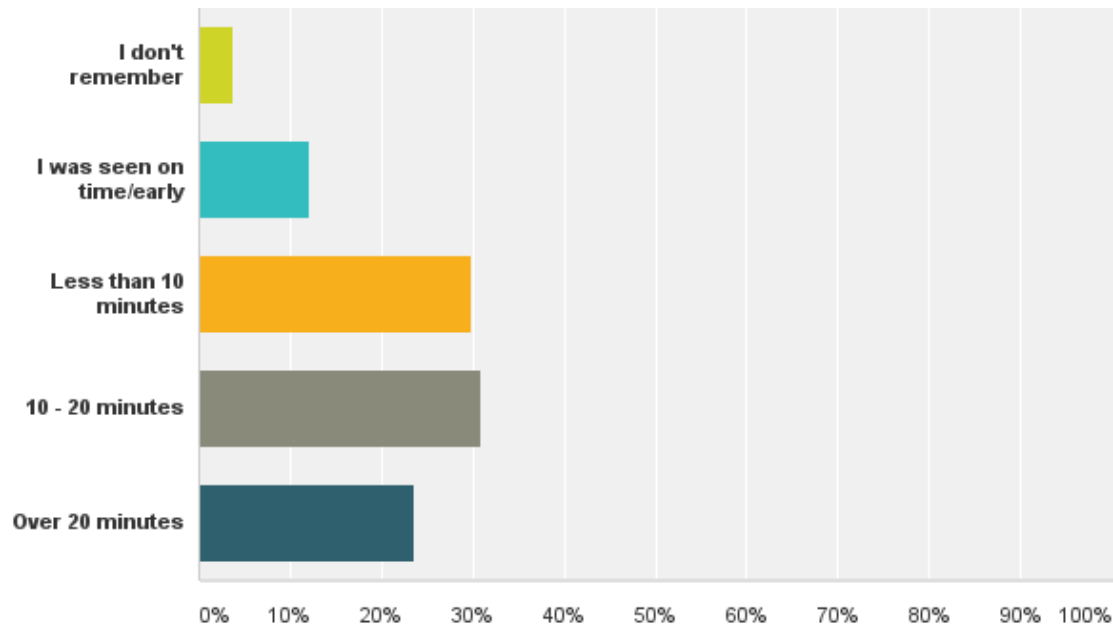
Q11: Last time you saw a nurse at the practice, how good was the nurse at:

Answered: 192 Skipped: 2

	Very good	Good	Average	Poor	Very poor	Doesn't apply	Total	Weighted Average
Giving you enough time	68.75% 132	22.40% 43	4.69% 9	0.00% 0	0.52% 1	3.65% 7	192	1.52
Asking about your symptoms	55.85% 105	19.68% 37	4.26% 8	0.00% 0	0.00% 0	20.21% 38	188	2.29
Listening to you	64.58% 124	22.40% 43	5.21% 10	0.00% 0	0.52% 1	7.29% 14	192	1.71
Explaining tests and treatments	58.73% 111	19.05% 36	6.88% 13	0.53% 1	0.53% 1	14.29% 27	189	2.08
Involving you in decisions about your care	52.91% 100	17.46% 33	3.70% 7	1.06% 2	0.53% 1	24.34% 46	189	2.52
Treating you with care and concern	68.42% 130	22.63% 43	3.68% 7	0.00% 0	0.53% 1	4.74% 9	190	1.56
Taking your problems seriously	58.82% 110	19.79% 37	4.28% 8	0.00% 0	0.53% 1	16.58% 31	187	2.13

Q12: At your last appointment, how long did you have to wait to be seen by the doctor/nurse/healthcare assistant

Answered: 191 Skipped: 3



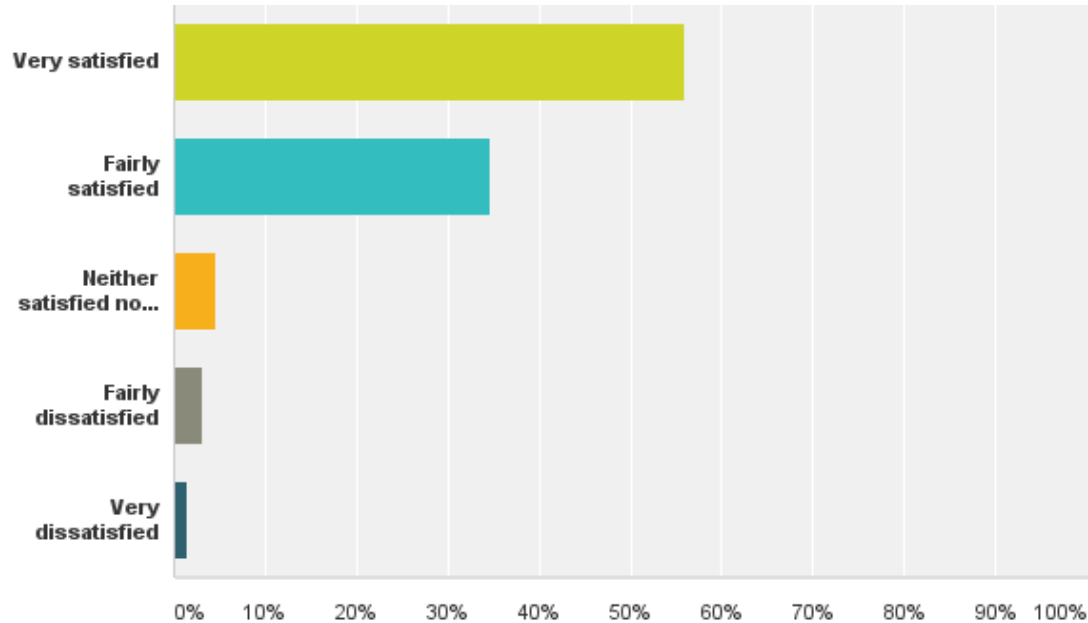
Q12: At your last appointment, how long did you have to wait to be seen by the doctor/nurse/healthcare assistant

Answered: 191 Skipped: 3

Answer Choices	Responses
I don't remember	3.66% 7
I was seen on time/early	12.04% 23
Less than 10 minutes	29.84% 57
10 - 20 minutes	30.89% 59
Over 20 minutes	23.56% 45
Total	191

Q13: How satisfied are you with the service you receive from Chadsfield Medical Practice?

Answered: 193 Skipped: 1



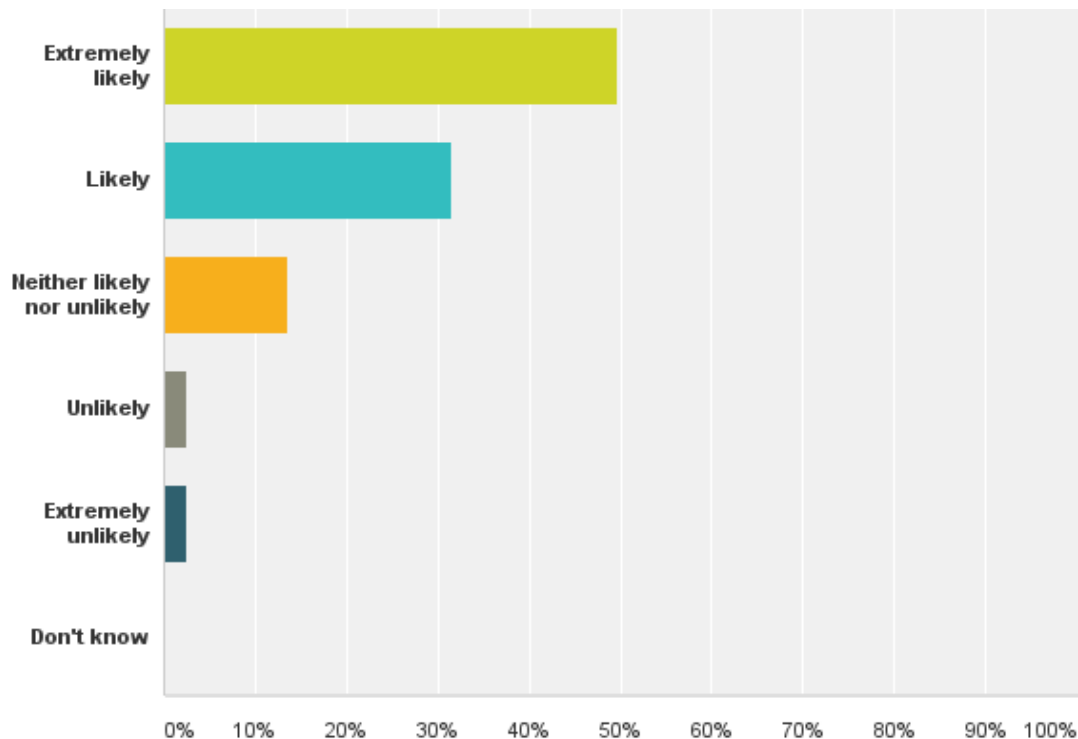
Q13: How satisfied are you with the service you receive from Chadsfield Medical Practice?

Answered: 193 Skipped: 1

Answer Choices	Responses
Very satisfied	55.96% 108
Fairly satisfied	34.72% 67
Neither satisfied nor dissatisfied	4.66% 9
Fairly dissatisfied	3.11% 6
Very dissatisfied	1.55% 3
Total	193

Q14: How likely are you to recommend Chadsfield to friends and family if they needed similar care or treatment?

Answered: 193 Skipped: 1



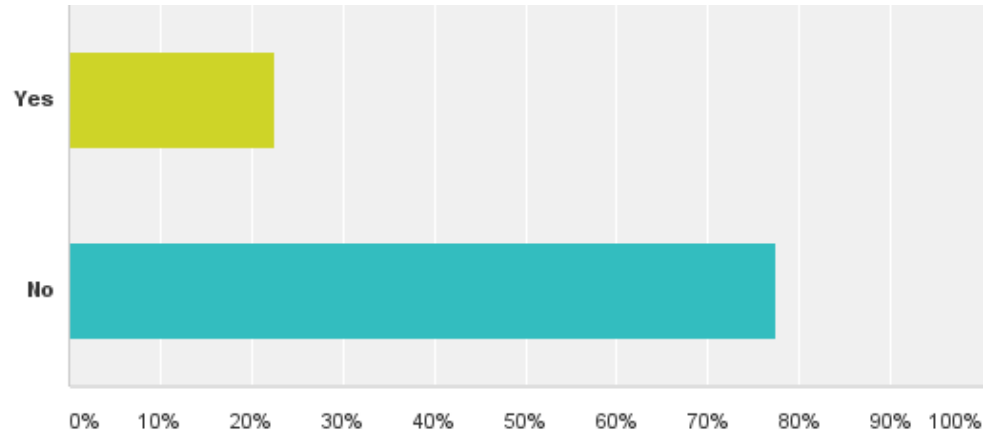
Q14: How likely are you to recommend Chadsfield to friends and family if they needed similar care or treatment?

Answered: 193 Skipped: 1

Answer Choices	Responses	
Extremely likely	49.74%	96
Likely	31.61%	61
Neither likely nor unlikely	13.47%	26
Unlikely	2.59%	5
Extremely unlikely	2.59%	5
Don't know	0.00%	0
Total		193

Q15: Do you know about the Patient Participation Group at the surgery and how to get involved?

Answered: 187 Skipped: 7



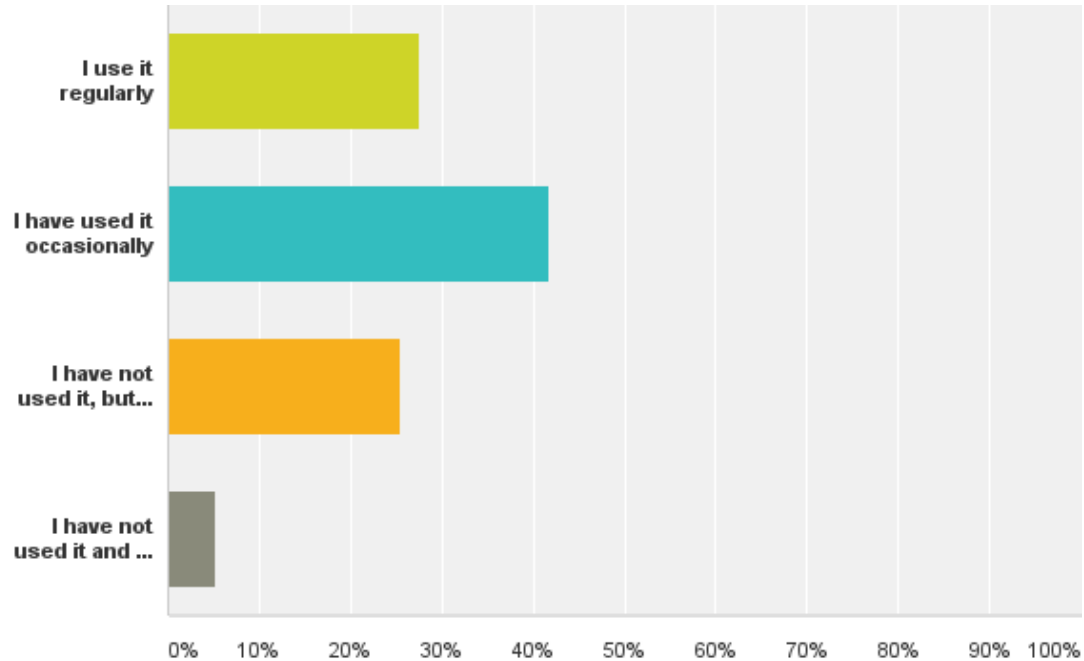
Q15: Do you know about the Patient Participation Group at the surgery and how to get involved?

Answered: 187 Skipped: 7

Answer Choices	Responses	
Yes	22.46%	42
No	77.54%	145
Total		187

Q16: How often do you use our website? - www.chadsfieldmedicalpractice.co.uk

Answered: 192 Skipped: 2



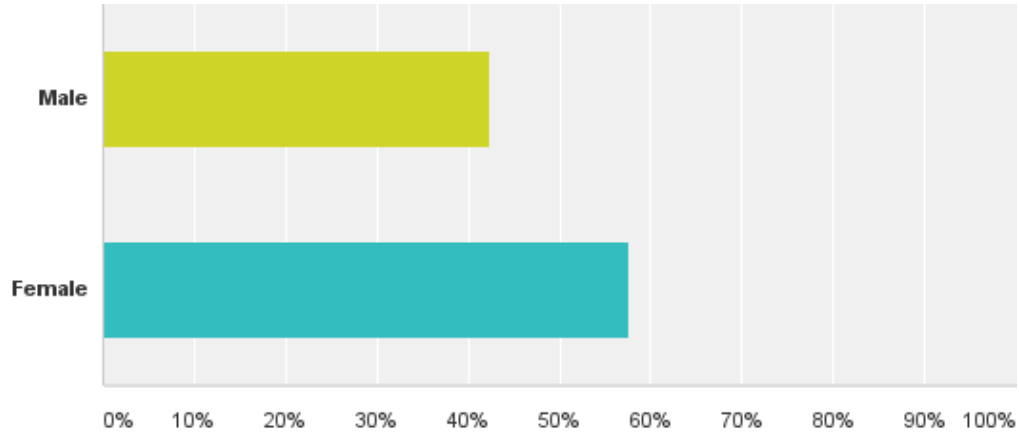
Q16: How often do you use our website? - www.chadsfieldmedicalpractice.co.uk

Answered: 192 Skipped: 2

Answer Choices	Responses	
I use it regularly	27.60%	53
I have used it occasionally	41.67%	80
I have not used it, but intend to	25.52%	49
I have not used it and do not intend to	5.21%	10
Total		192

Q17: Are you?

Answered: 191 Skipped: 3



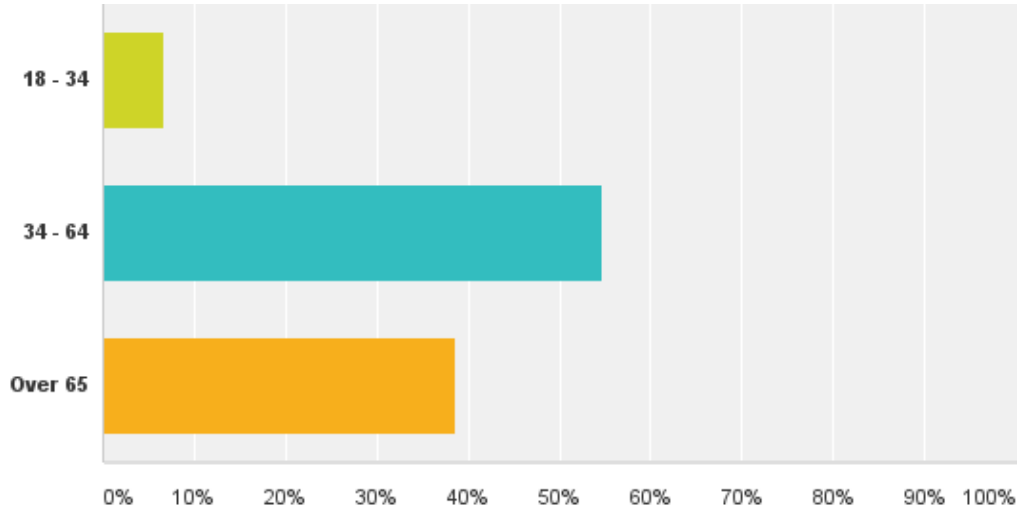
Q17: Are you?

Answered: 191 Skipped: 3

Answer Choices	Responses
Male	42.41% 81
Female	57.59% 110
Total	191

Q18: Which age group are you in?

Answered: 192 Skipped: 2



Q18: Which age group are you in?

Answered: 192 Skipped: 2

Answer Choices	Responses
18 - 34	6.77% 13
34 - 64	54.69% 105
Over 65	38.54% 74
Total	192