



# Patient survey 2011



We would like to thank all the patients who kindly completed one of our questionnaires in 2011

## Your comments

- Most of you are very satisfied with:
  - the waiting time for your consultation to begin
  - our doctors
  - the amount of time you spend with the doctor
  - your ability to understand your illness and cope with it
  - your ability to keep yourselves healthy
- Most of you are satisfied with the opening hours of our practice and the ability to get through to the practice by phone.
- Most of you are satisfied with the way you are treated by our receptionists, the time you need to wait for an appointment to see any doctor and the ability to speak to a doctor on the phone. However, compared to national standards, we could improve on these points.
- You were not satisfied with the time you need to wait for an appointment to see your chosen doctor, or the frequency with which you are able to see your usual doctor.



You keep us busy: 42% of our patients tell us that they visit the doctor more than 5 times a year and 23% tell us they visit the doctor more than 7 times a year.

83% of our patients said that our receptionists treat them well (30%), very well (34%) or to an excellent standard (18%). Only 1% said the treatment is poor and 16% said the treatment is fair.

79% of our patients rated our opening hours as good (38%), very good (27%) or excellent (14%) while only 4% rated them as poor (3%) and very poor (1%). 17% think our opening hours are fair.

When asked about which additional hours they would like us to be open, 36% of our patients said on the weekend, 24% said in the evening, 4% said at lunch time and 3% would prefer the early morning.

When willing to see any doctor, most of our patients (84%) are seen within 3 working days with 23% seen on the same day. 63% of our patients find this satisfactory, and 22% think it's fair but 11% are not satisfied.

When our patients want to see a particular doctor, 50% estimate that they are usually seen within 4 working days or less, while 39% have needed to wait 5 working days or more. 32% are unhappy with this.

When our patients need to see a doctor urgently, 45% report that they are seen on the same day while 29% report that they are not accommodated until later.

80% of our patients estimate that they wait less than 10 minutes for their consultation to begin and almost nobody waits more than 20 minutes. 61% of our patients find this satisfactory and 36% think it's fair.

68% of our patients report that they are happy with the ability to get through to us on the phone and 25% think it is fair. Only 49% are happy with their ability to speak to a doctor on the phone when they have a question or need medical advice. 14% think it is fair but 15% are unhappy with this.

Only 44% of our patients report that they normally get to see their usual doctor, while 32% see their usual doctor some of the time. 24% of patients report that they almost never or never see their usual doctor. Only 53% find this satisfactory and 22% think it is fair. 25% are unhappy with this.

During their consultations:

- 90% of patients feel that our doctors are thorough when asking about their symptoms and feelings
- 92% report that their doctor listens to what they have to say
- 85% report that their doctor puts them at ease during physical examinations
- 90% report that their doctor involves them in decisions about their care
- 90% report that their doctor adequately explains their problems and treatments
- 90% report that they are happy with the amount of time spent with their doctor
- 92% report that their doctor is patient with their questions or worries, and
- 92% report feeling that their doctor is caring and concerned about them.

After a recent consultation, patients were able to understand their problems or illness:

- much more than before (44%)
- a little more than before (27%)
- the same or less than before (15%).

Patients felt able to cope with their problems or illness:

- much more than before (41%)
- a little more than before (29%)
- the same or less than before (12%)

Patients felt able to keep themselves healthy:

- much more than before (44%)
- a little more than before (18%)
- the same or less than before (15%)

All in all 89% of our patients are satisfied with our practice.