

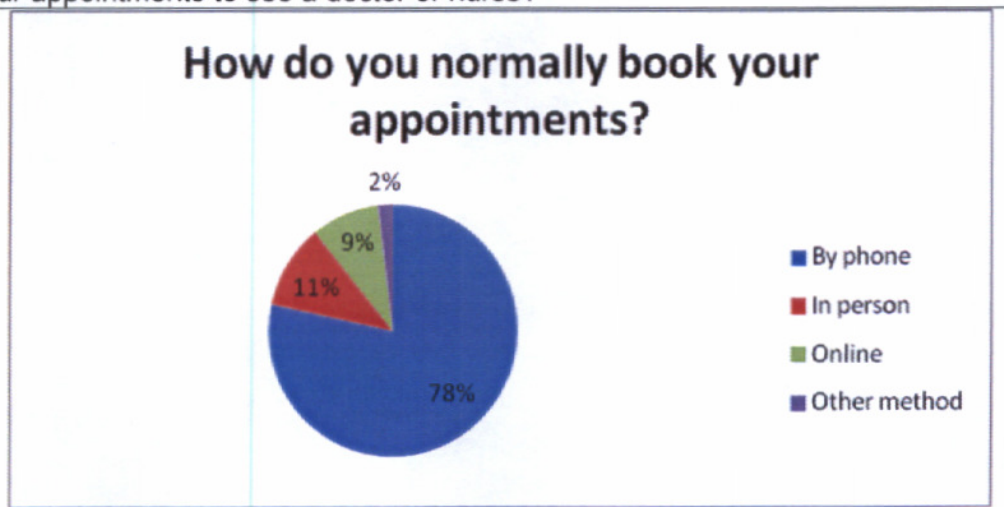
# The Anstey Surgery Patient Experience Survey 2013-14

Q1. Who are you coming to see today?

Answer	Count	%
Doctor?	3	3
Dr. Osborne	7	7
Dr. Andrew	19	20
Dr. Hughes	17	18
Dr. Morrison	9	10
Dr. Vallis	8	9
Practice Nurse	24	26
Healthcare Assistant	3	3

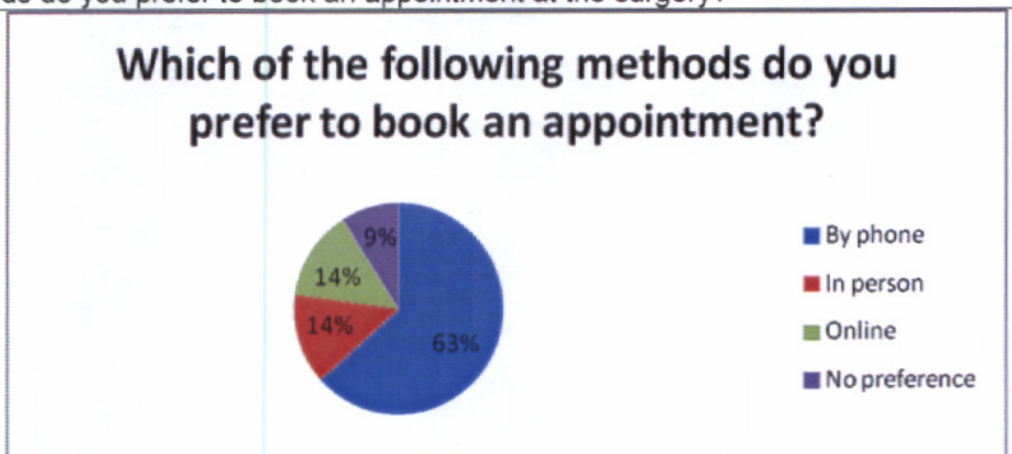
Q2. How do you normally book your appointments to see a doctor or nurse?

Answer	Count	%
By phone	80	78
In person	11	11
Online	9	9
Other method	2	2



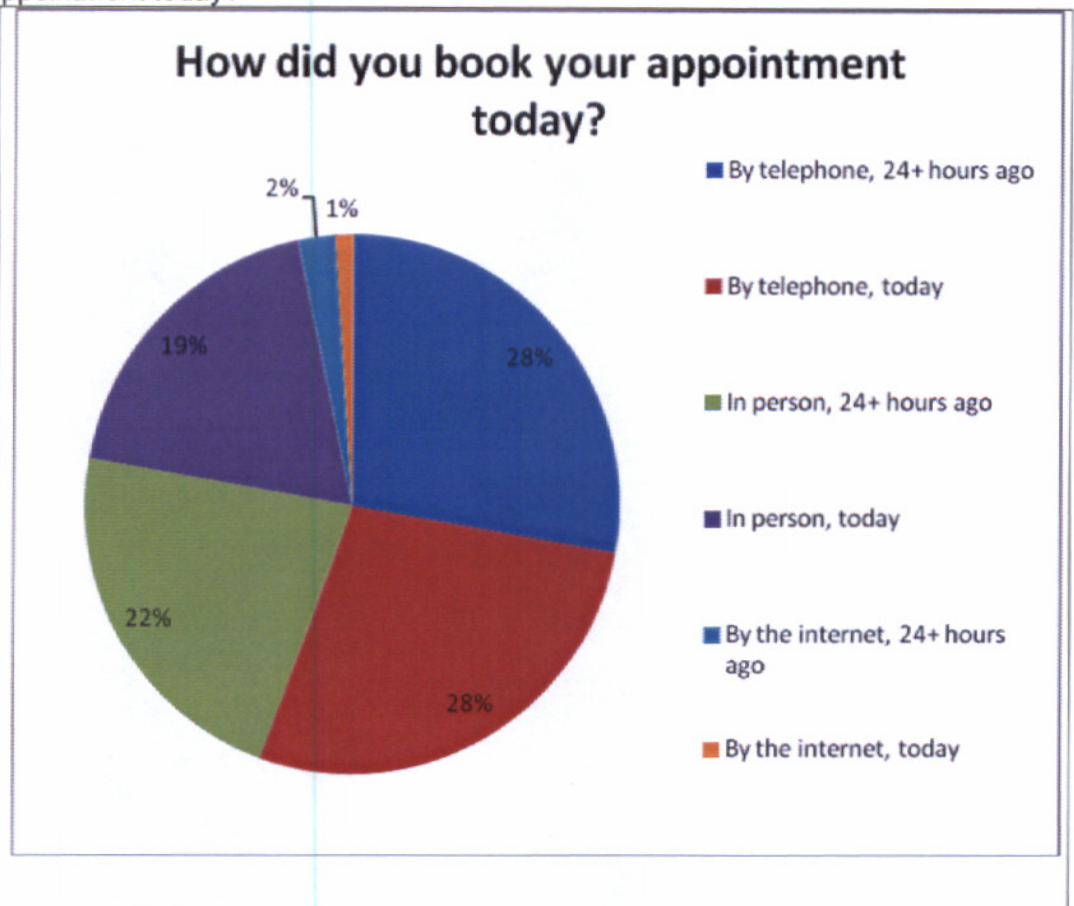
Q3. Which of the following methods do you prefer to book an appointment at the surgery?

Answer	Count	%
By phone	64	63
In person	14	14
Online	14	14
No preference	9	9



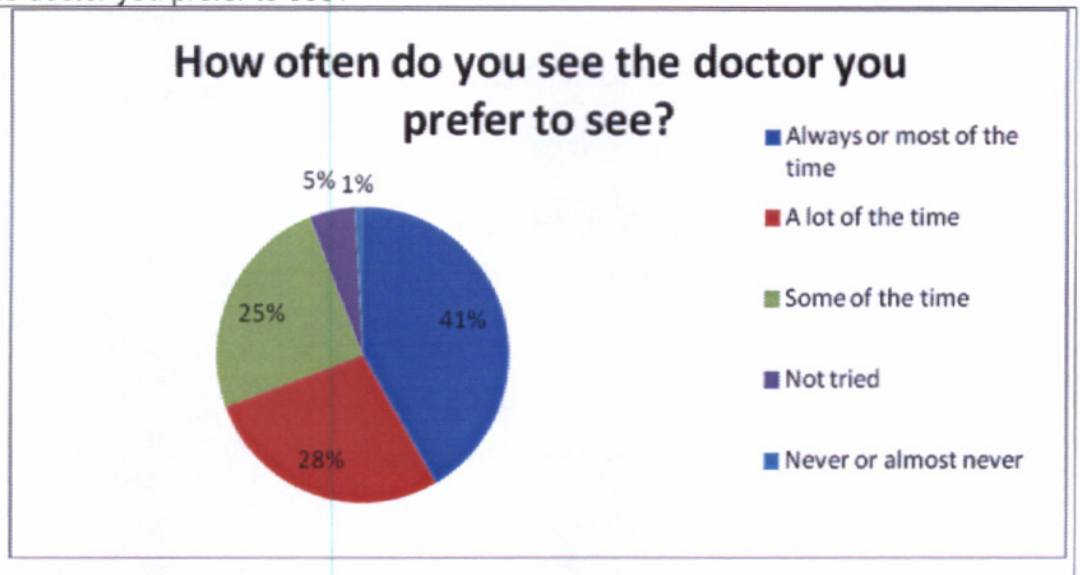
Q4. How did you book your appointment today?

Answer	Count	%
By telephone, 24+ hours ago	25	28
By telephone, today	25	28
In person, 24+ hours ago	20	22
In person, today	17	19
By the internet, 24+ hours ago	2	2
By the internet, today	1	1



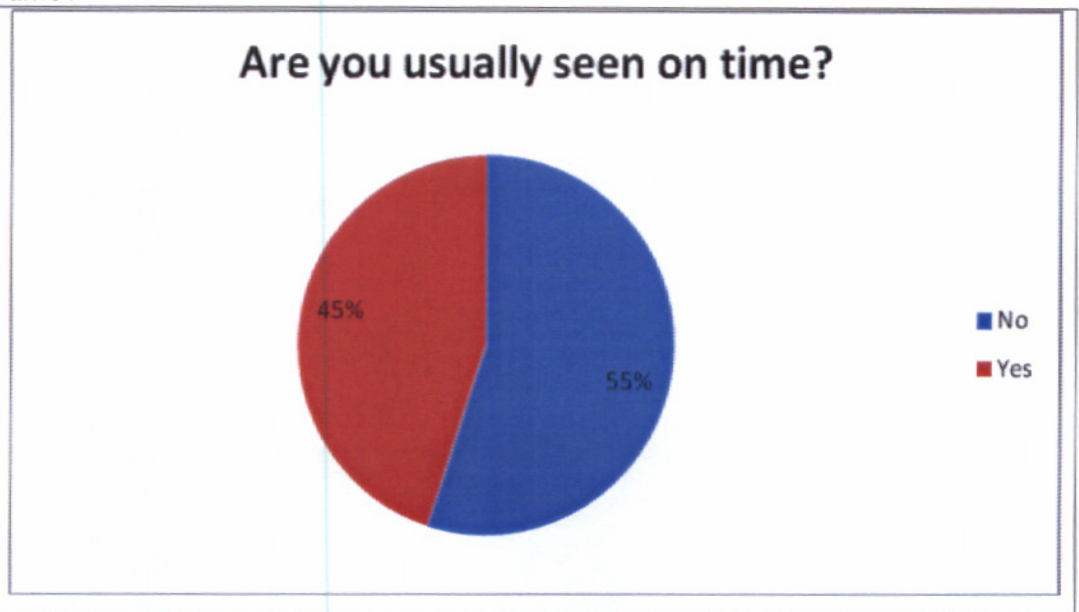
Q5. How often do you see the doctor you prefer to see?

Answer	Count	%
Always or most of the time	42	41
A lot of the time	28	28
Some of the time	25	25
Not tried	5	5
Never or almost never	1	1



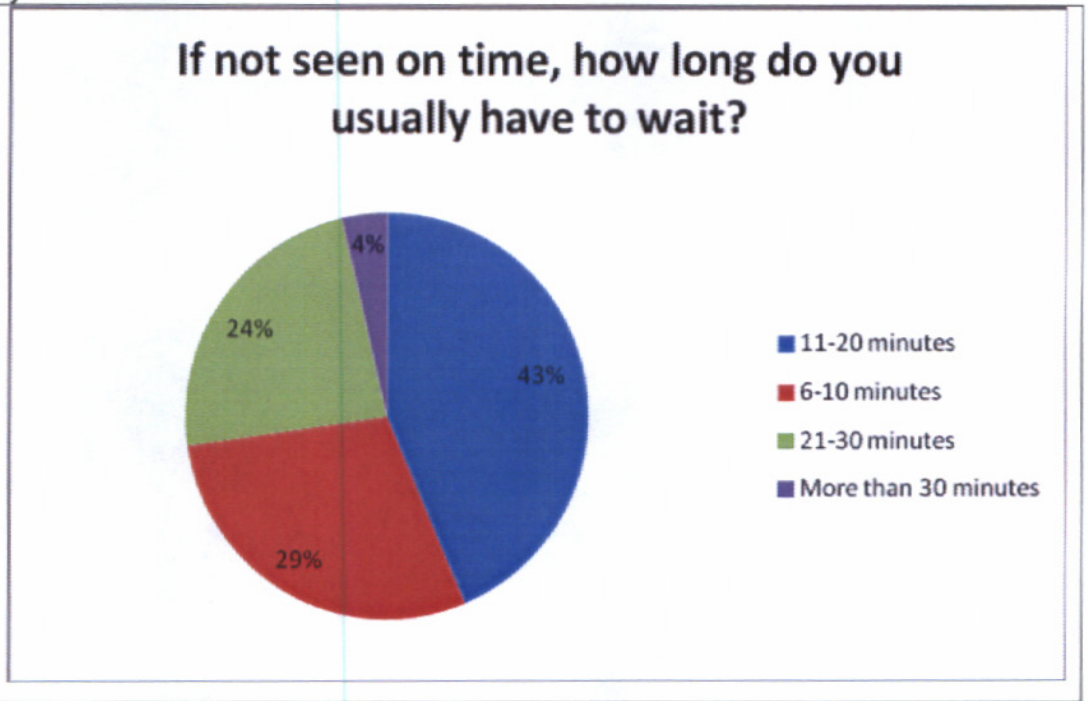
Q6. Are you usually seen on time?

Answer	Count	%
No	55	55
Yes	45	45



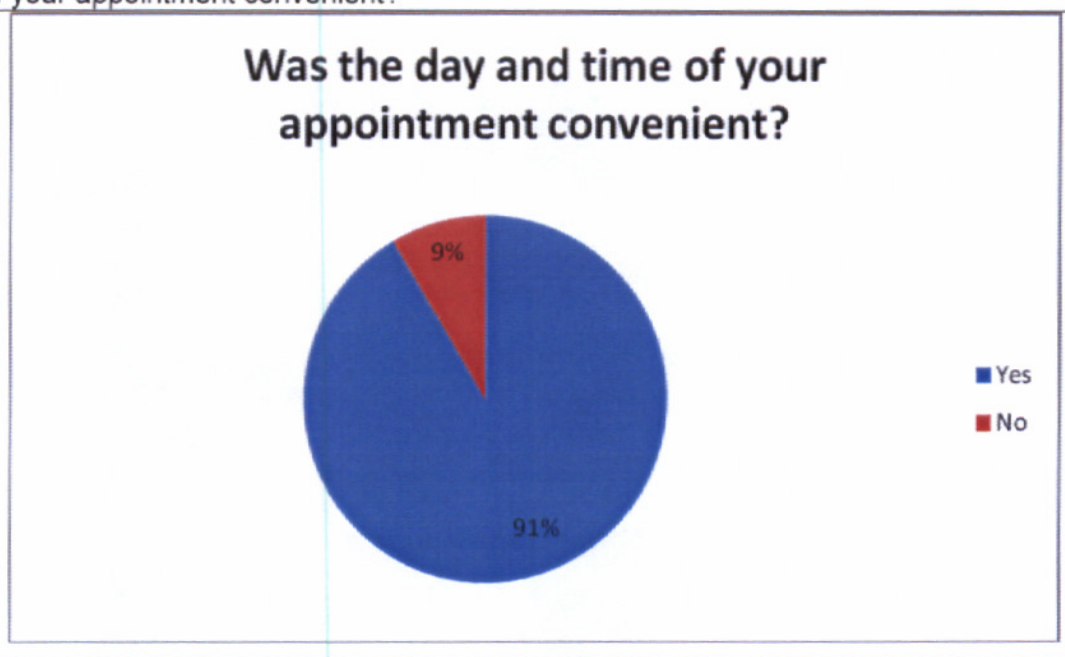
If no, how long do you usually have to wait?

Answer	Count	%
11-20 minutes	24	43
6-10 minutes	16	29
21-30 minutes	13	24
More than 30 minutes	2	4



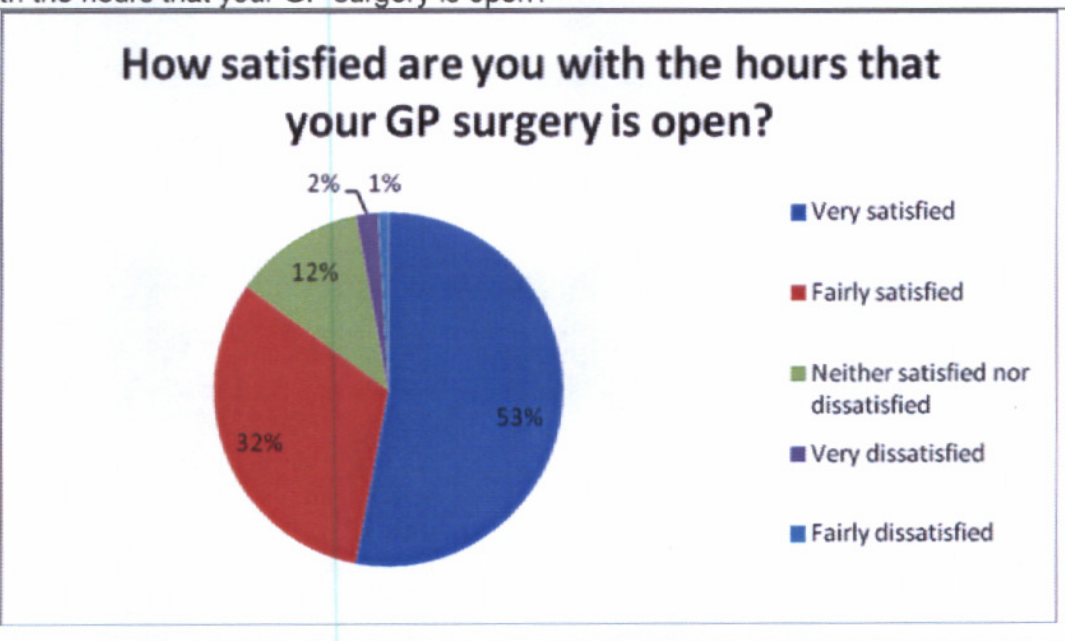
Q7. Was the day and time of your appointment convenient?

Answer	Count	%
Yes	86	91
No	8	9



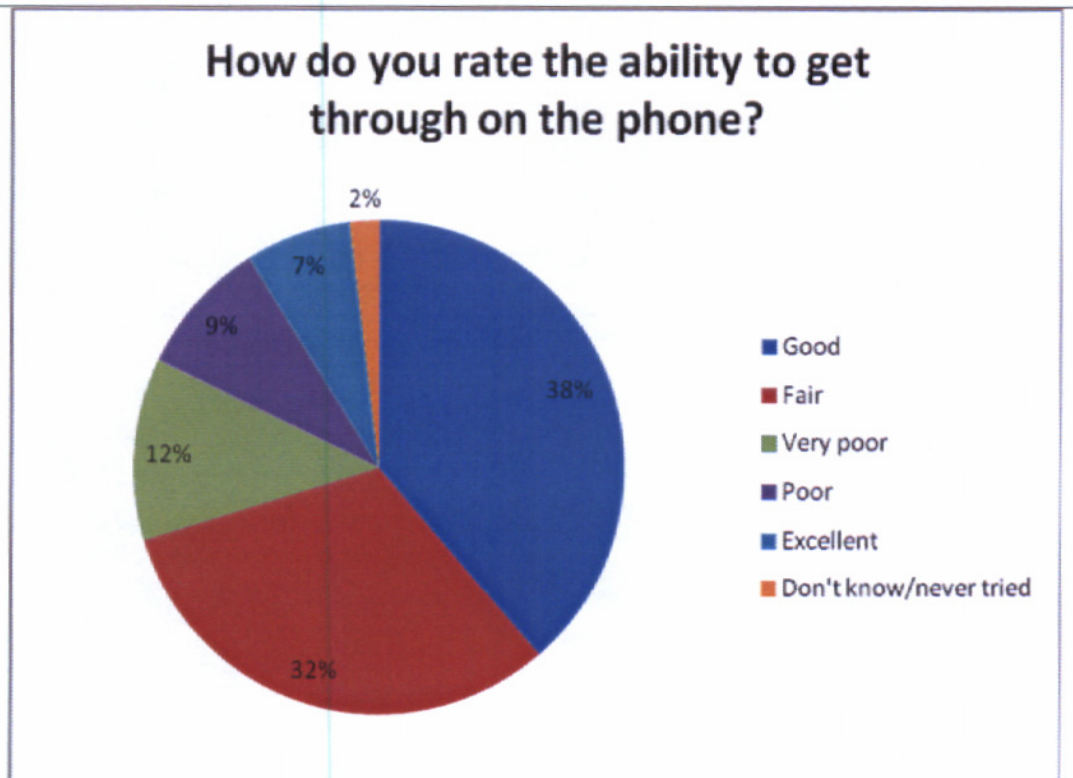
Q8. How satisfied are you with the hours that your GP surgery is open?

Answer	Count	%
Very satisfied	53	53
Fairly satisfied	32	32
Neither satisfied nor dissatisfied	12	12
Very dissatisfied	2	2
Fairly dissatisfied	1	1



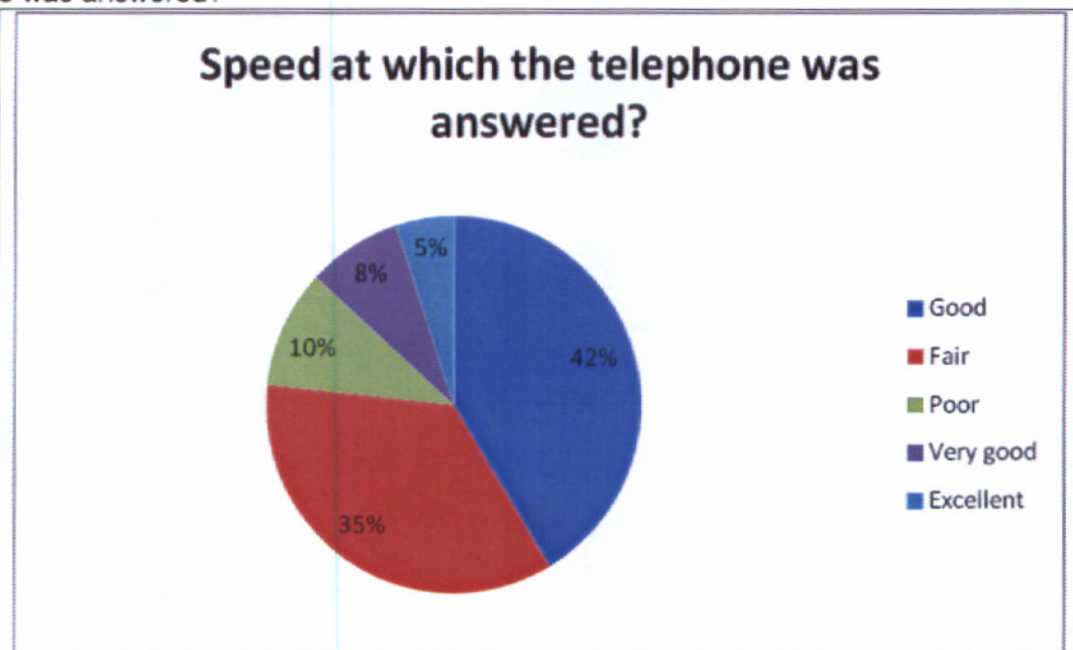
Q9. Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?

Answer	Count	%
Good	39	38
Fair	32	32
Very poor	12	12
Poor	9	9
Excellent	7	7
Don't know/never tried	2	2



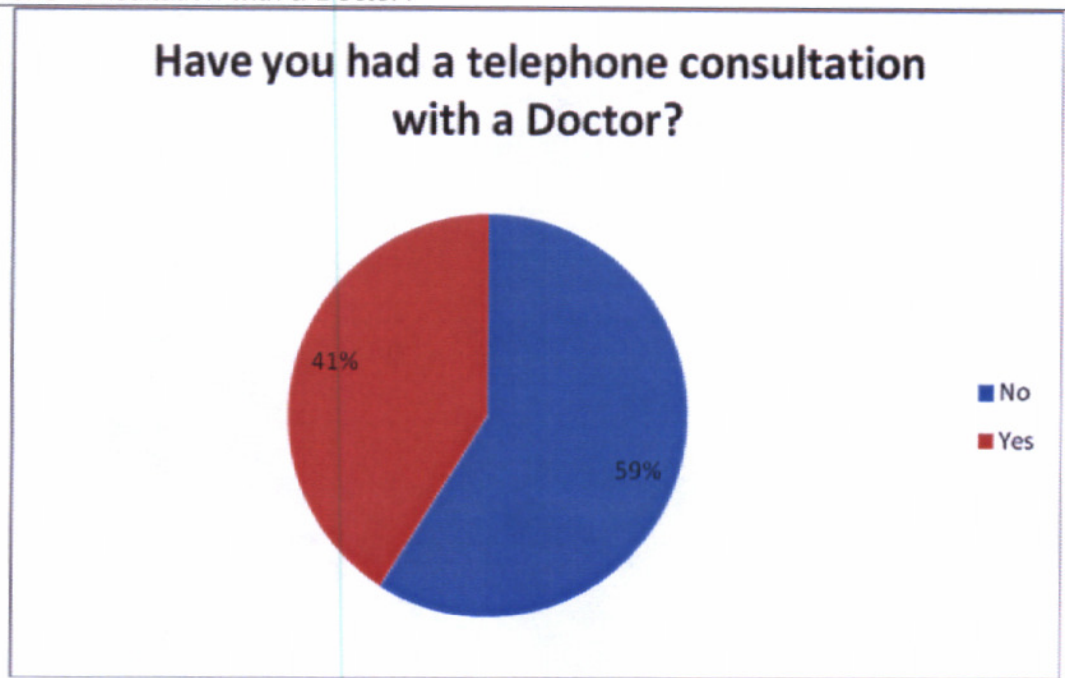
Speed at which the telephone was answered?

Answer	Count	%
Good	41	42
Fair	35	35
Poor	10	10
Very good	8	8
Excellent	5	5



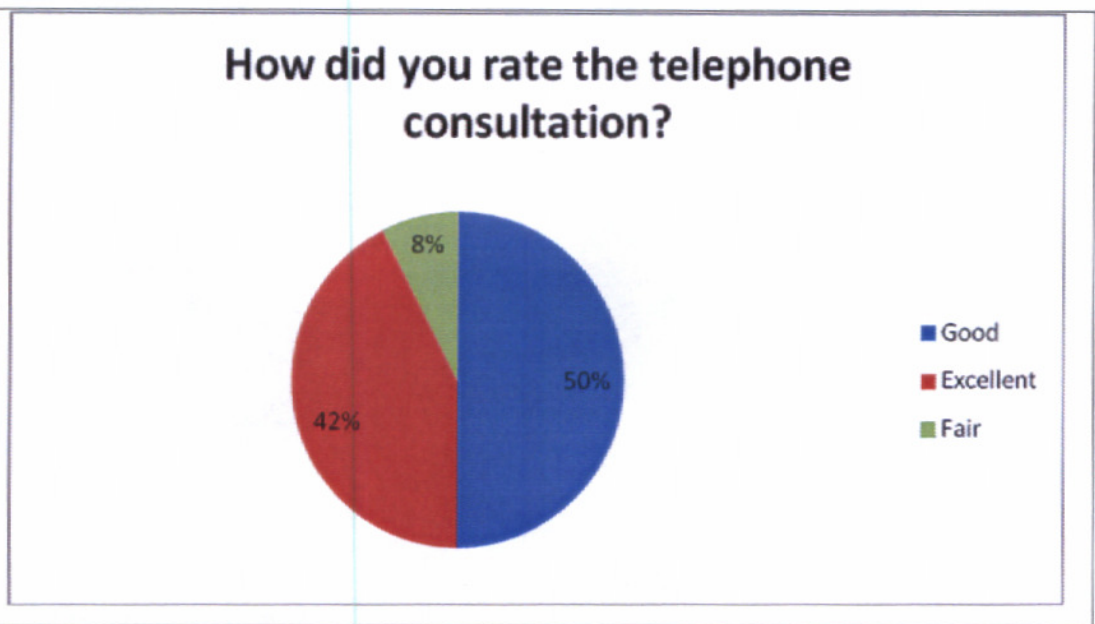
Q10. Have you had a telephone consultation with a Doctor?

Answer	Count	%
No	59	59
Yes	41	41



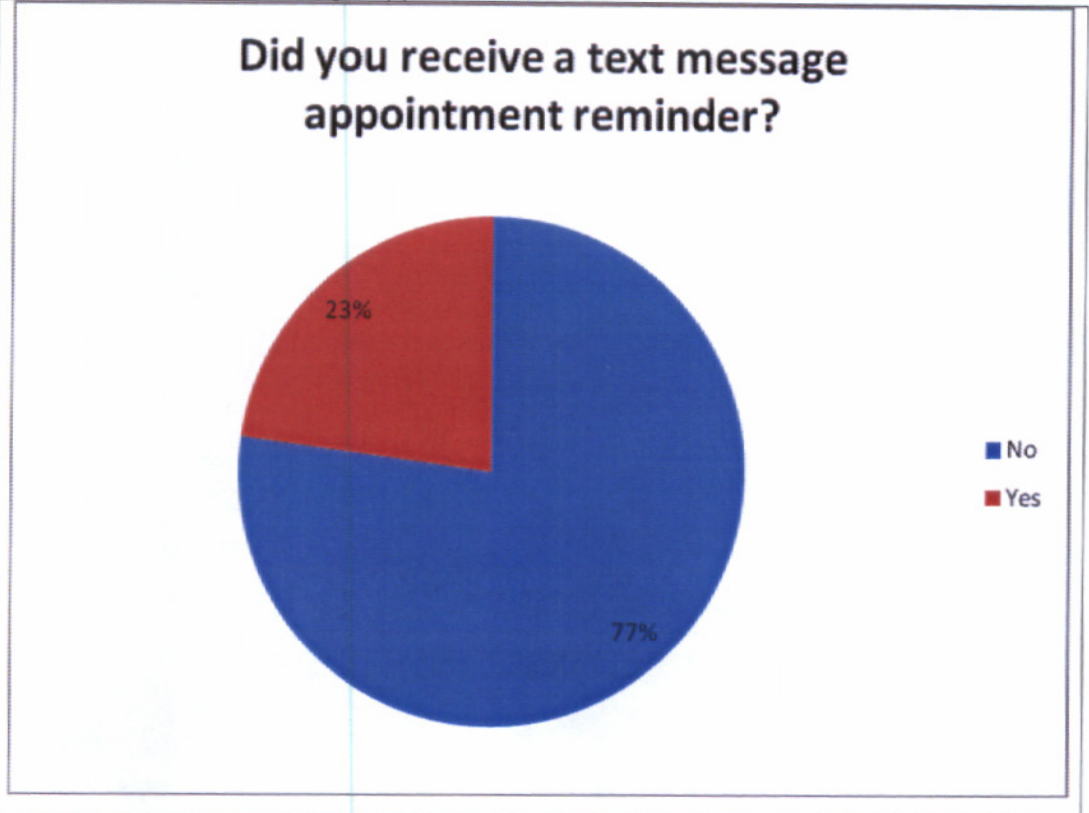
How did you rate this?

Answer	Count	%
Good	20	50
Excellent	17	42
Fair	3	8



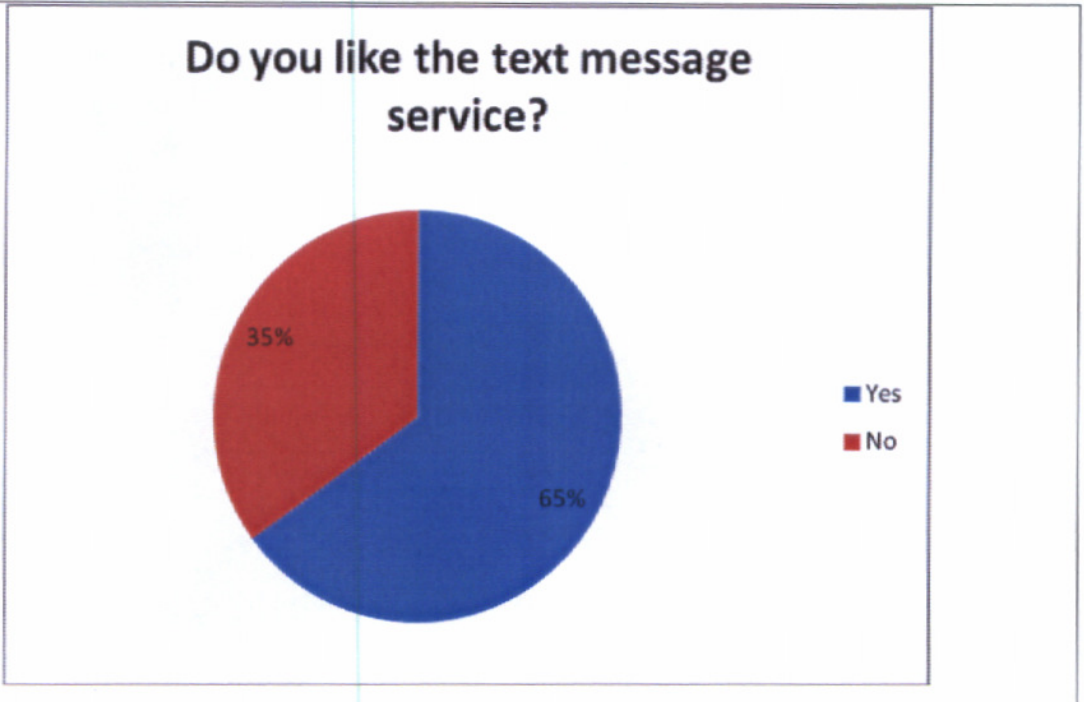
Q11. Text Messaging - did you receive a text message appointment reminder?

Answer	Count	%
No	71	77
Yes	21	23



Do you like this service?

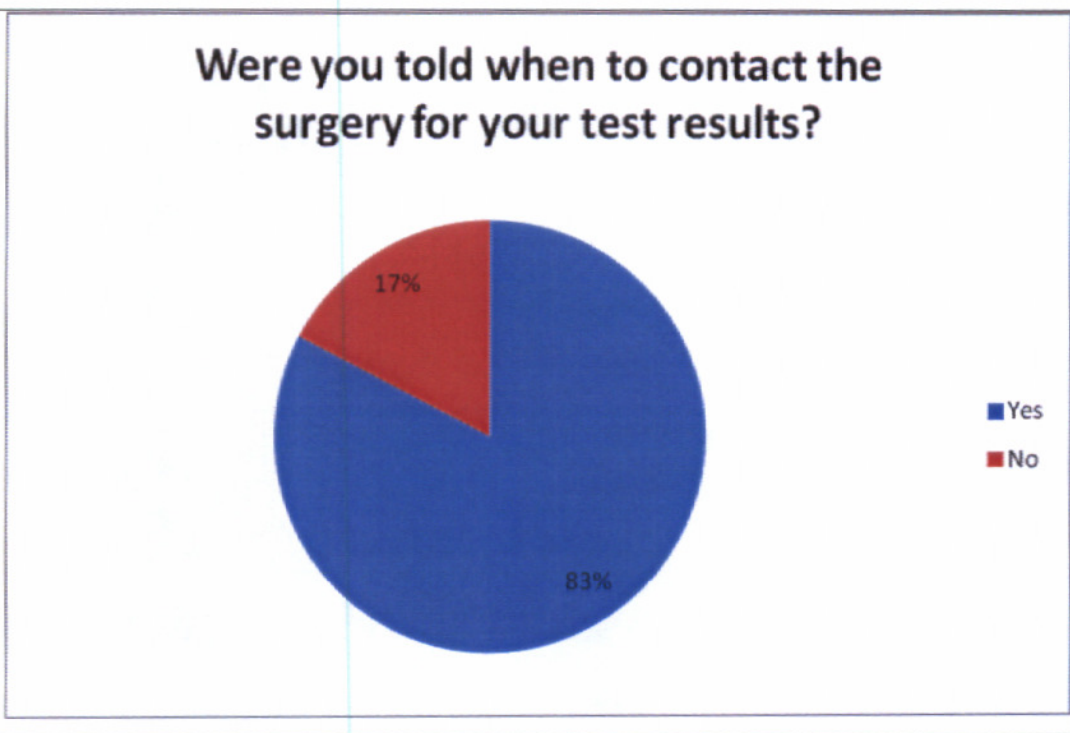
Answer	Count	%
Yes	37	65
No	20	35



Q12. Obtaining test results

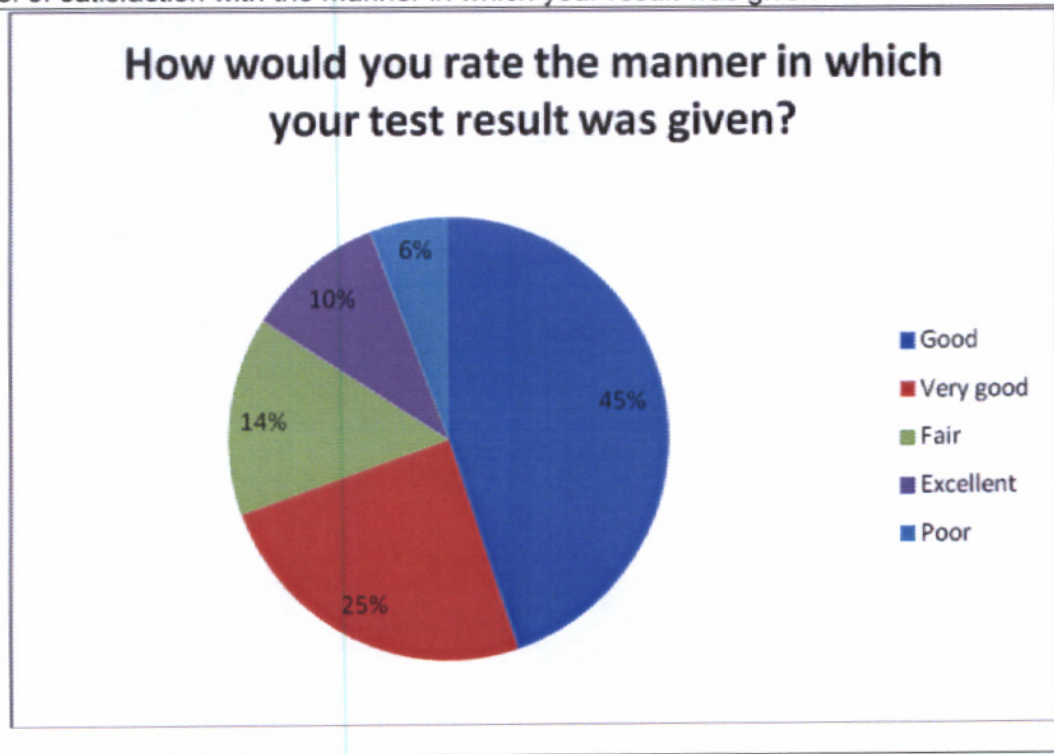
Were you told when to contact the surgery for your test results?

Answer	Count	%
Yes	62	83
No	13	17



How would you rate your level of satisfaction with the manner in which your result was given?

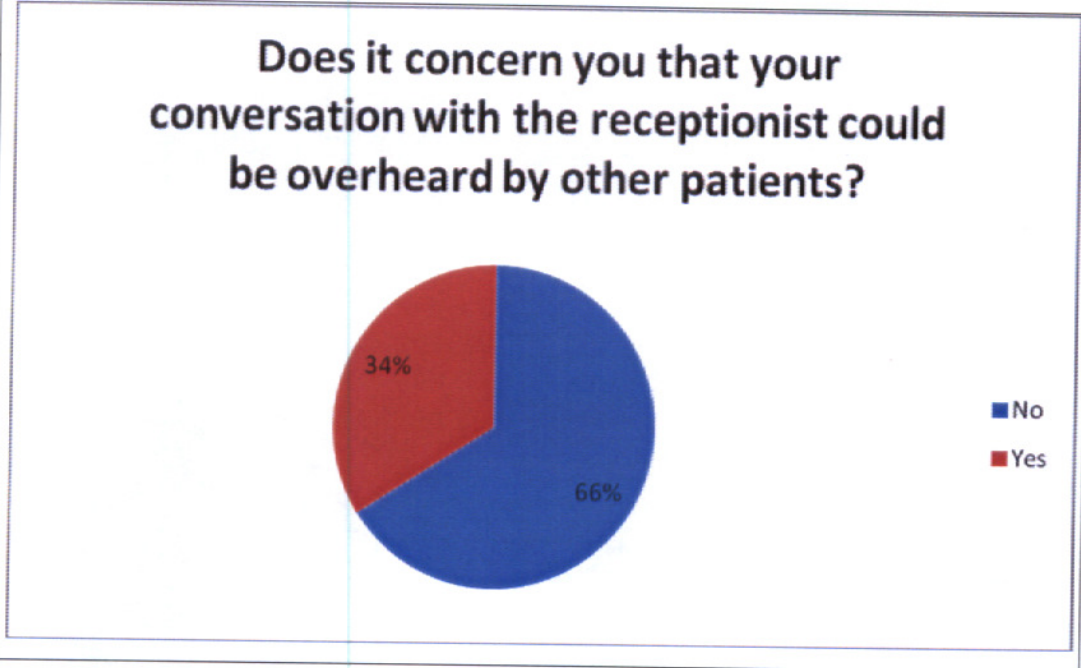
Answer	Count	%
Good	31	45
Very good	17	25
Fair	10	14
Excellent	7	10
Poor	4	6





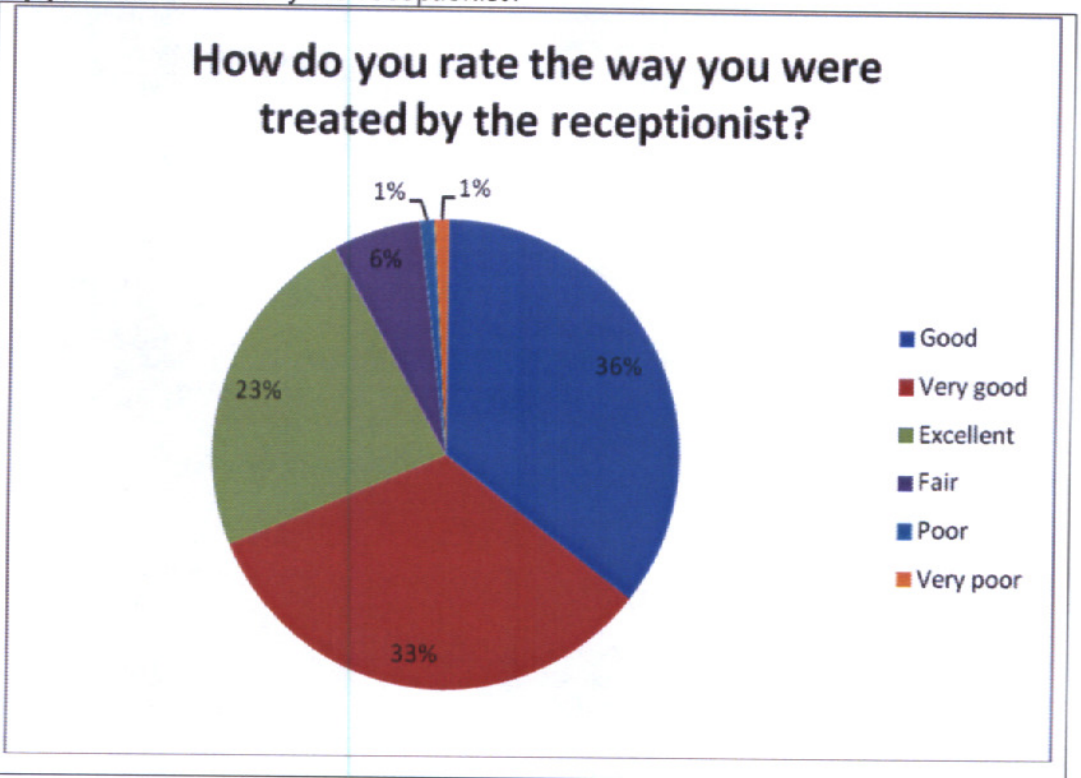
Q13. Thinking of the reception area, does it concern you that your conversation with the receptionist could be overheard by other patients?

Answer	Count	%
No	64	66
Yes	33	34



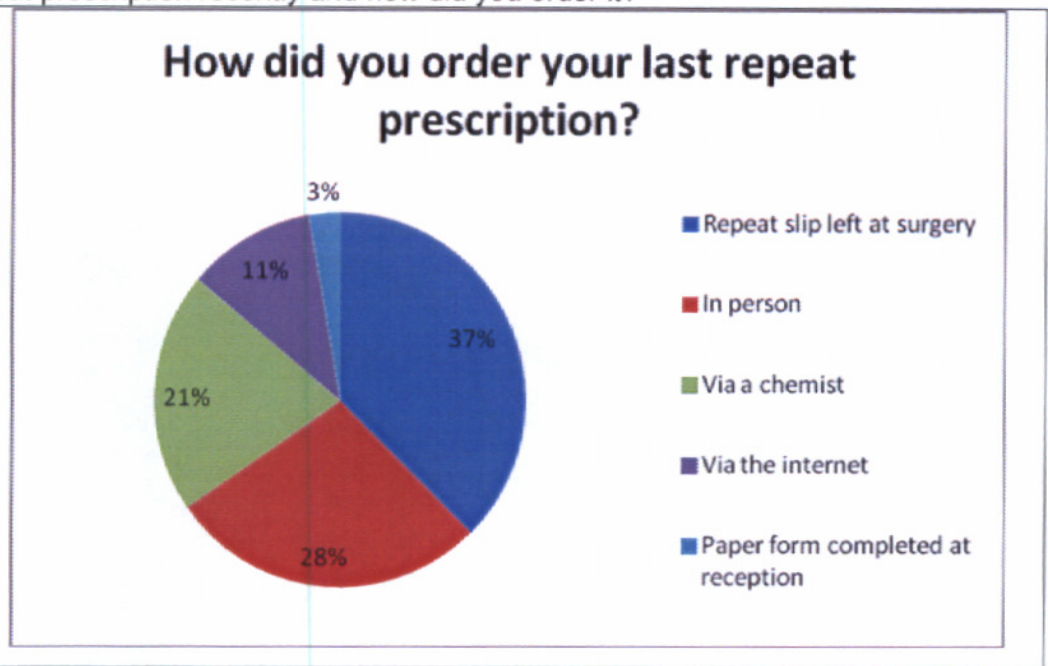
Q14. How do you rate the way you were treated by the receptionist?

Answer	Count	%
Good	35	36
Very good	33	33
Excellent	23	23
Fair	6	6
Poor	1	1
Very poor	1	1



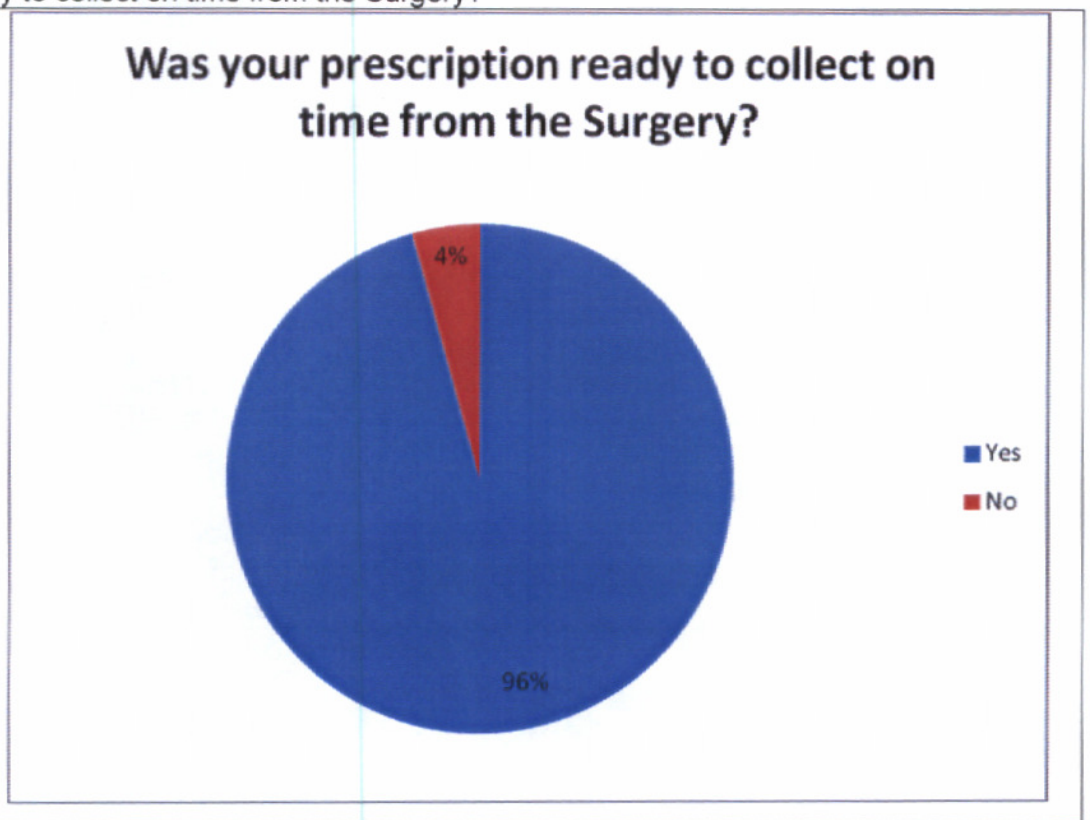
Q15. Have you ordered a repeat prescription recently and how did you order it?

Answer	Count	%
Repeat slip left at surgery	27	37
In person	20	28
Via a chemist	15	21
Via the internet	8	11
Paper form completed at reception	2	3



Was your prescription ready to collect on time from the Surgery?

Answer	Count	%
Yes	66	96
No	3	4



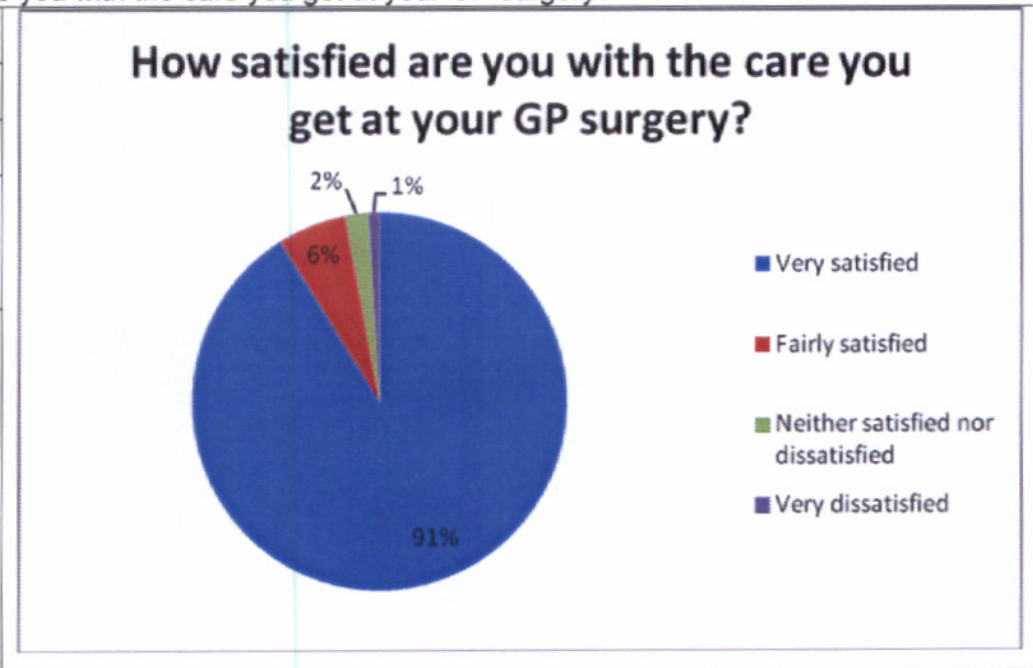
Q16. Are you happy with the décor and cleanliness of the building?

Answer	Count	%
Yes	97	96
No	4	4



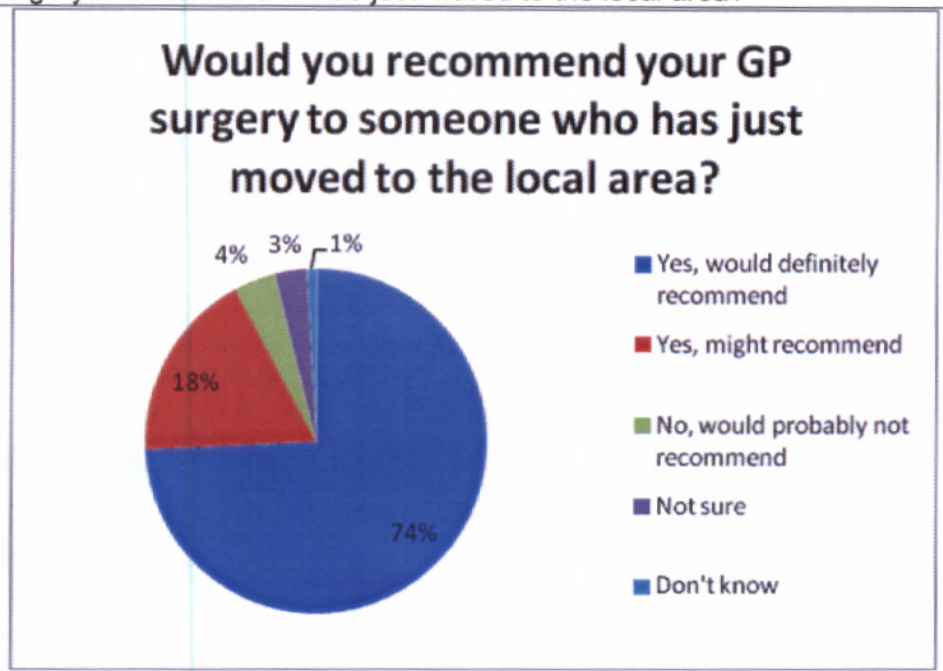
Q17. In general how satisfied are you with the care you get at your GP surgery?

Answer	Count	%
Very satisfied	92	91
Fairly satisfied	6	6
Neither satisfied nor dissatisfied	2	2
Very dissatisfied	1	1



Q18. Would you recommend your GP surgery to someone who has just moved to the local area?

Answer	Count	%
Yes, would definitely recommend	75	74
Yes, might recommend	18	18
No, would probably not recommend	4	4
Not sure	3	3
Don't know	1	1



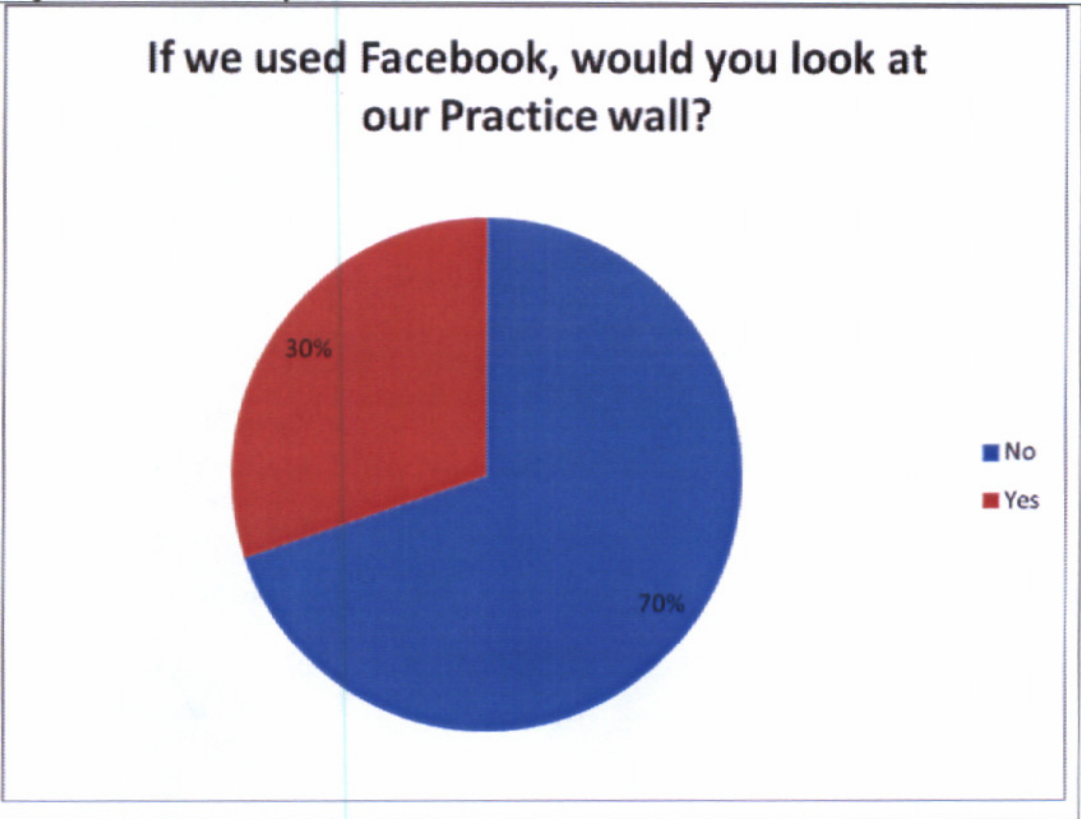
Q19. When did you last visit our website?

Answer	Count	%
Never	67	70
Within the last 1 - 3 months	20	21
Within the last 3 - 6 months	5	5
Within the last 6 - 12 months	4	4



Q20. We are considering using Facebook, would you look at our wall if we did?

Answer	Count	%
No	67	70
Yes	29	30

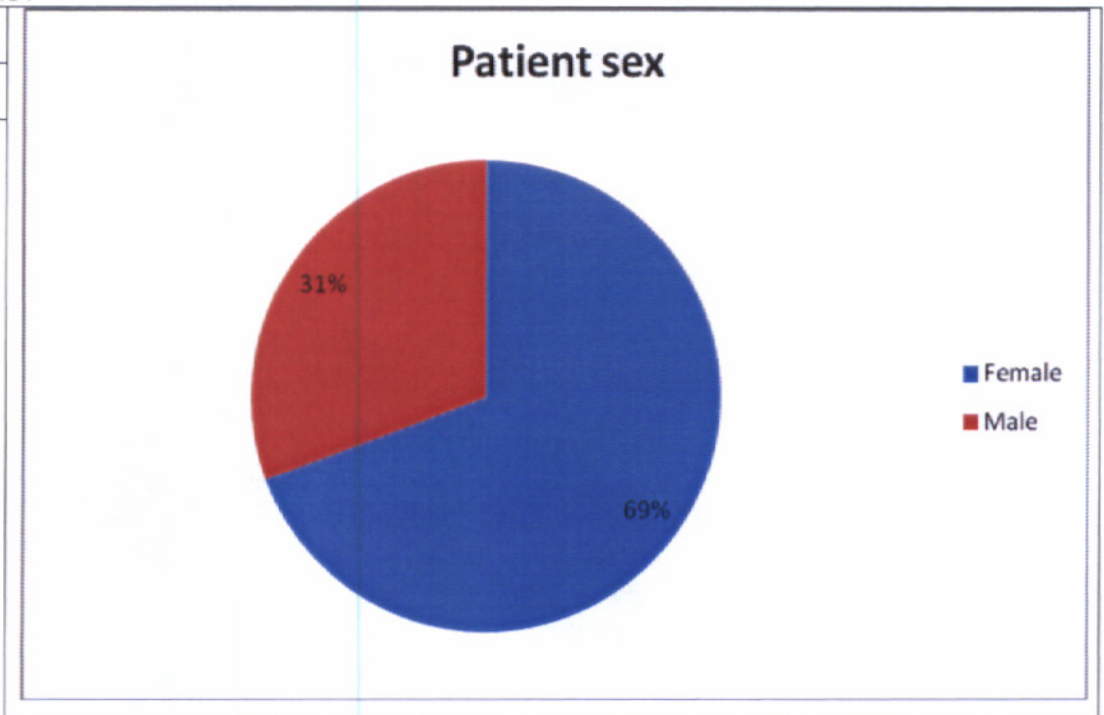


## Monitoring Information

We collect and monitor the following information to ensure we are treating all people fairly and to help us identify any barriers that may need to be addressed.

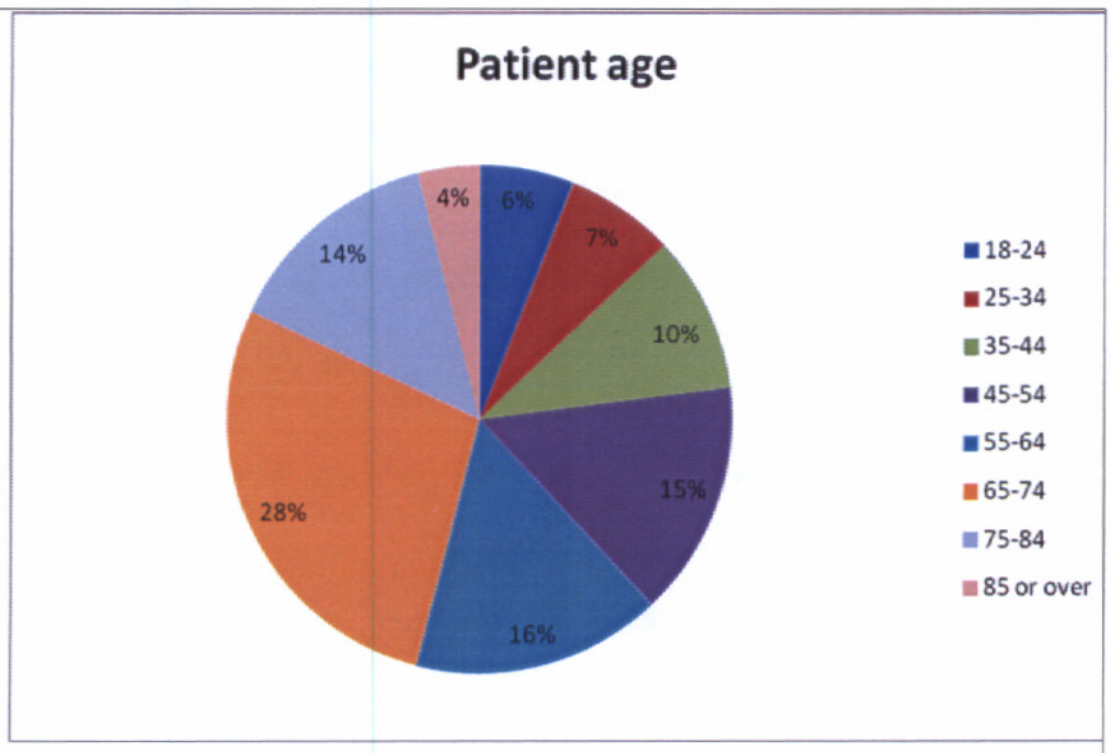
Q1. Are you male or female?

Answer	Count	%
Female	70	69
Male	31	31



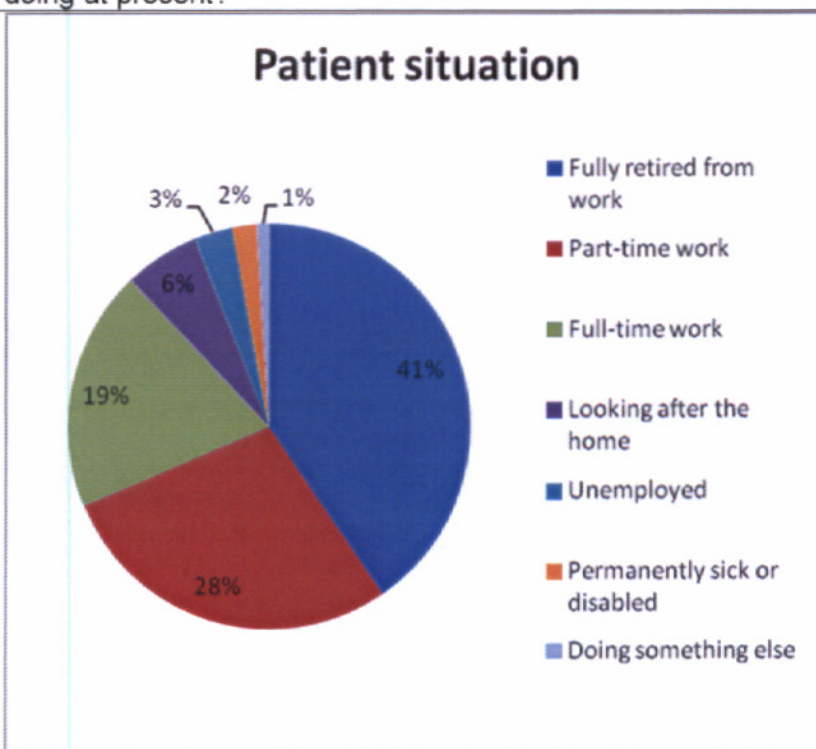
Q2. How old are you?

Answer	Count	%
18-24	6	6
25-34	7	7
35-44	10	10
45-54	15	15
55-64	16	16
65-74	28	28
75-84	14	14
85 or over	4	4



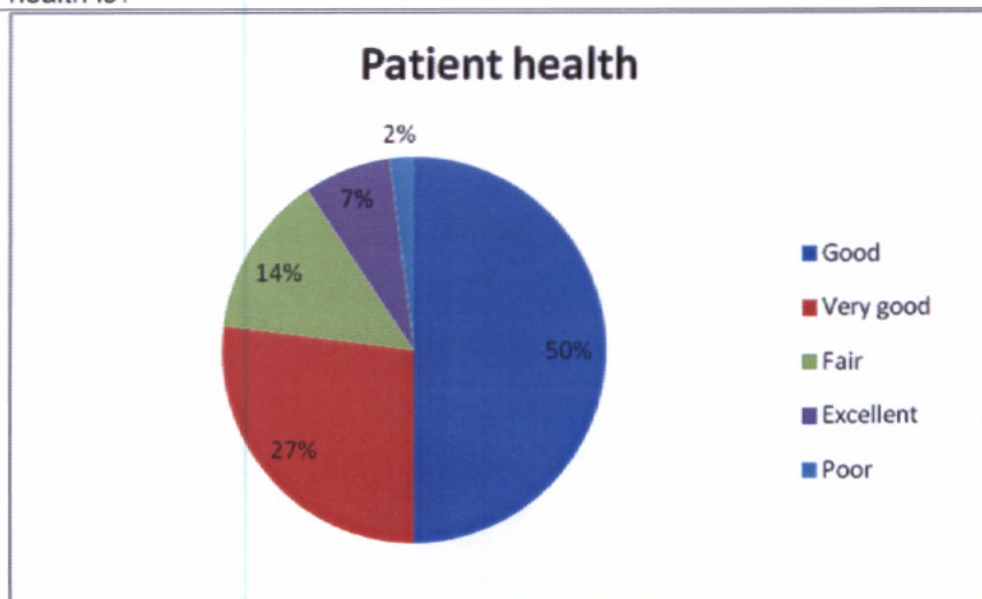
Q3. Which of these best describes what you are doing at present?

Answer	Count	%
Fully retired from work	40	41
Part-time work	28	28
Full-time work	19	19
Looking after the home	6	6
Unemployed	3	3
Permanently sick or disabled	2	2
Doing something else	1	1



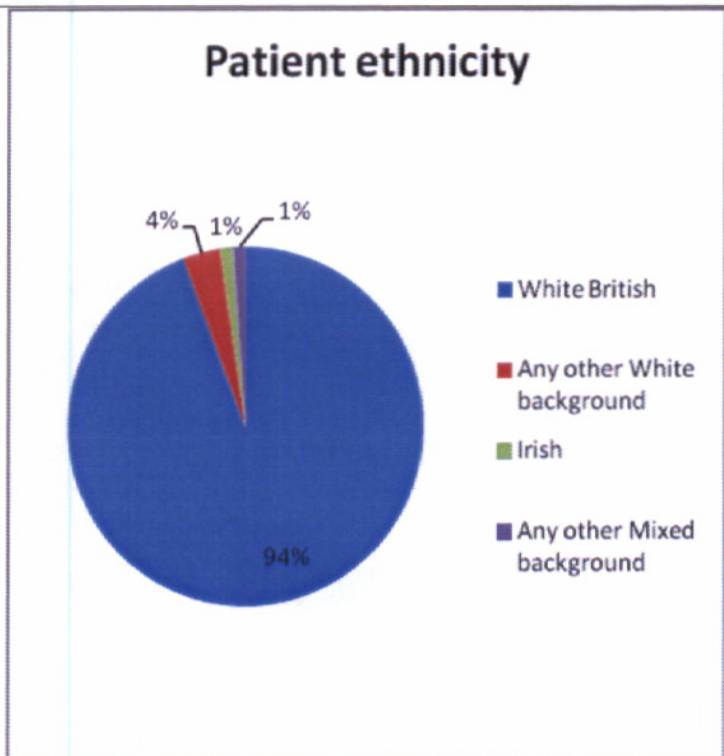
Q4. In general, would you say your health is?

Answer	Count	%
Good	48	50
Very good	26	26
Fair	13	13
Excellent	7	7
Poor	2	2



Q5. Ethnic group

Answer	Count	%
White British	82	94
Any other White background	3	4
Irish	1	1
Any other Mixed background	1	1



Thank you for taking part in the Survey.