

Linden Medical Group (Stapleford & Wollaton)

Practice Survey Responses 2013 Survey= 241

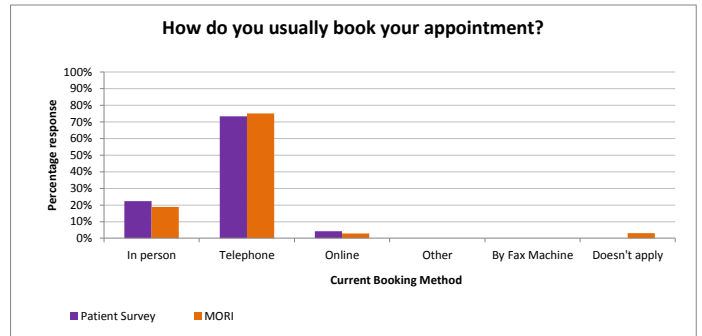
Mori Survey Responses = 142

MORI - Contains aggregated data collected from Jan-Mar 2013 and Jul-Sept 2013

Q2 How do you usually book your appointment?

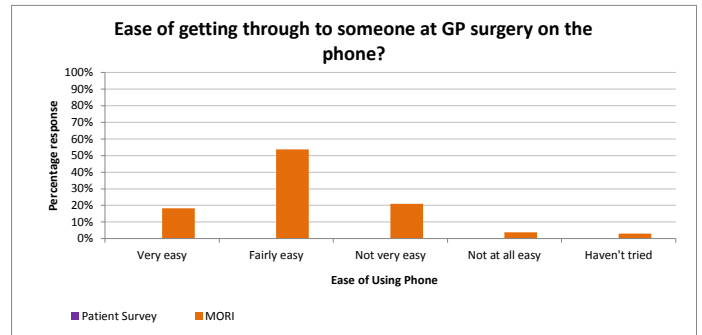
	Patient Survey	MORI
In person	22%	19%
Telephone	73%	75%
Online	4%	3%
Other	0%	
By Fax Machine		0%
Doesn't apply		3%

Question from MORI in the above results " How do you normally book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



Q2 (a) Ease of getting through to someone at GP surgery on the phone.

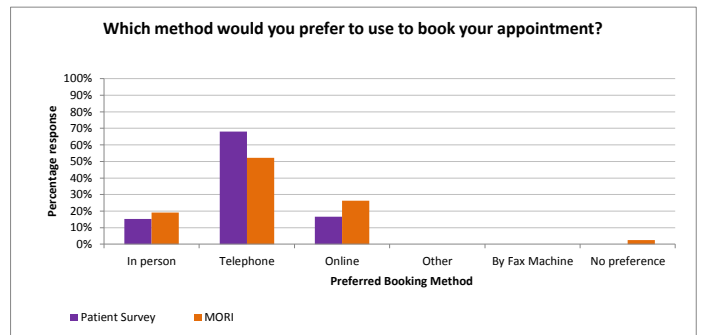
	Patient Survey	MORI
Very easy		18%
Fairly easy		54%
Not very easy		21%
Not at all easy		4%
Haven't tried		3%



Q3 Which method would you prefer to use to book your appointment?

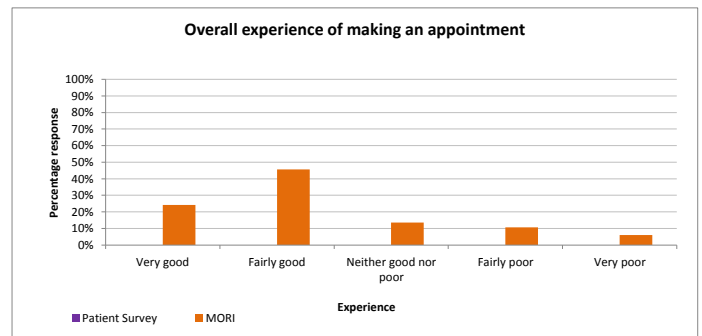
	Patient Survey	MORI
In person	15%	19%
Telephone	68%	52%
Online	17%	26%
Other	0%	
By Fax Machine		0%
No preference		2%

Question from MORI in the above results " Which method would you prefer to book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



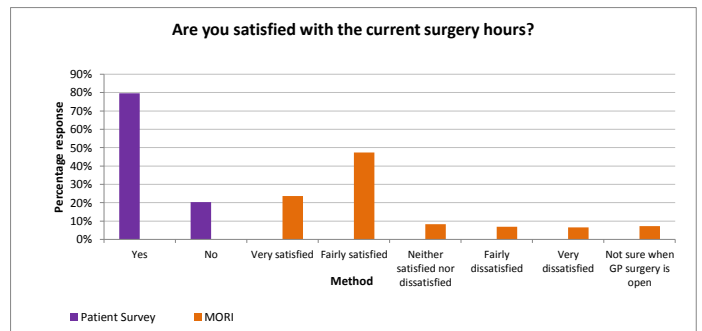
Q3 (a) Overall experience of making an appointment

	Patient Survey	MORI
Very good		24%
Fairly good		46%
Neither good nor poor		14%
Fairly poor		11%
Very poor		6%



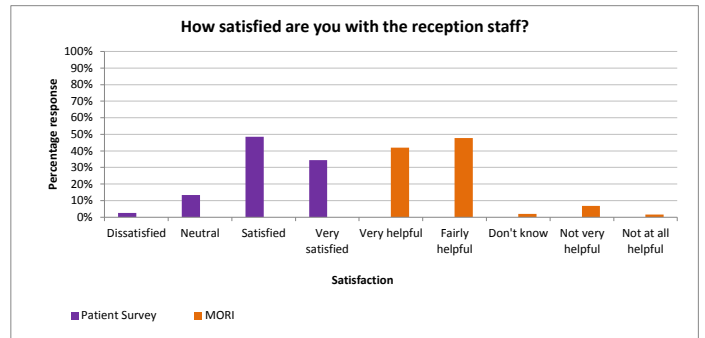
Q4 Are you satisfied with the current surgery hours?

	Patient Survey	MORI
Yes	80%	
No	20%	
Very satisfied		24%
Fairly satisfied		47%
Neither satisfied nor dissatisfied		8%
Fairly dissatisfied		7%
Very dissatisfied		7%
Not sure when GP surgery is open		7%



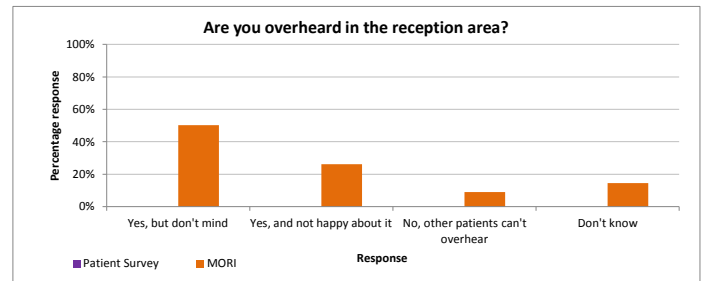
Q6 How satisfied are you with the reception staff?

	Patient Survey	MORI
Dissatisfied	2%	
Neutral	13%	
Satisfied	49%	
Very satisfied	34%	
Very helpful		42%
Fairly helpful		48%
Don't know		2%
Not very helpful		7%
Not at all helpful		2%



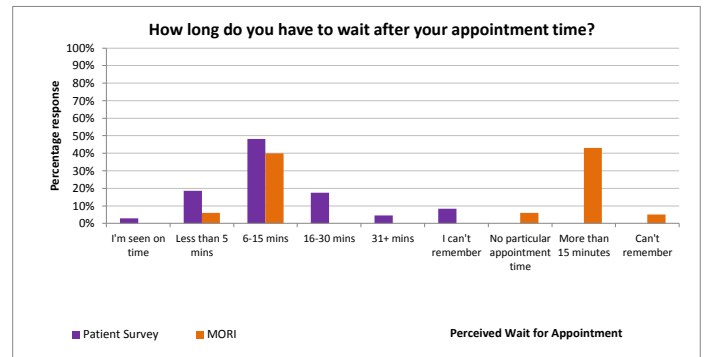
Q6 (a) Overheard in reception area

	Patient Survey	MORI
Yes, but don't mind		50%
Yes, and not happy about it		26%
No, other patients can't overhear		9%
Don't know		14%



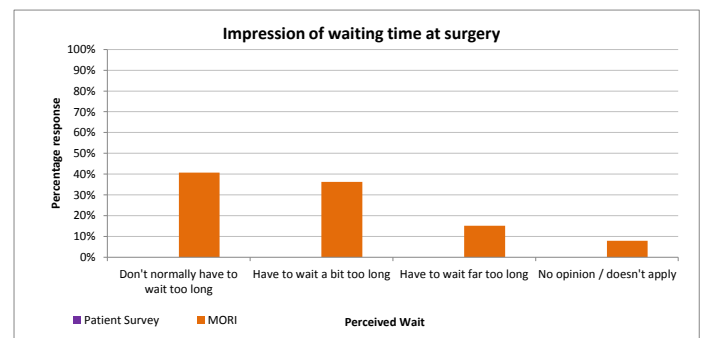
Q7 How long do you have to wait after your appointment time?

	Patient Survey	MORI
I'm seen on time	3%	
Less than 5 mins	19%	6%
6-15 mins	48%	40%
16-30 mins	17%	
31+ mins	5%	
I can't remember	8%	
No particular appointment time		6%
More than 15 minutes		43%
Can't remember		5%



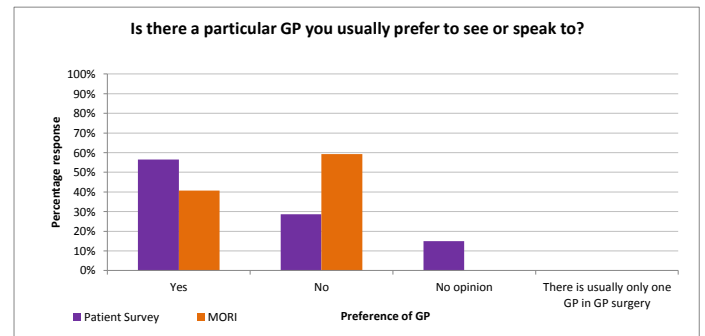
Q7 (a) Impression of waiting time at surgery

	Patient Survey	MORI
Don't normally have to wait too long		41%
Have to wait a bit too long		36%
Have to wait far too long		15%
No opinion / doesn't apply		8%



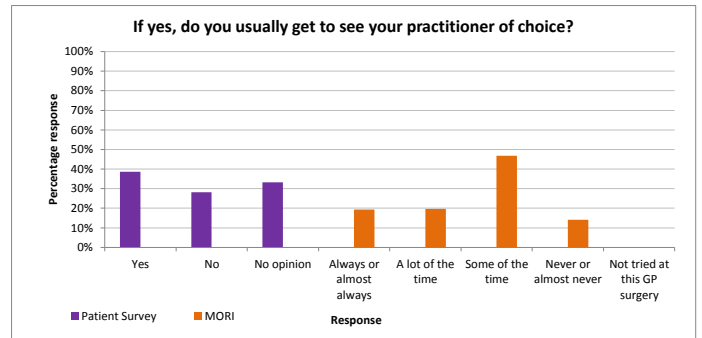
Q8 Is there a particular GP you usually prefer to see or speak to?

	Patient Survey	MORI
Yes	56%	41%
No	29%	59%
No opinion	15%	
There is usually only one GP in GP surgery		0%



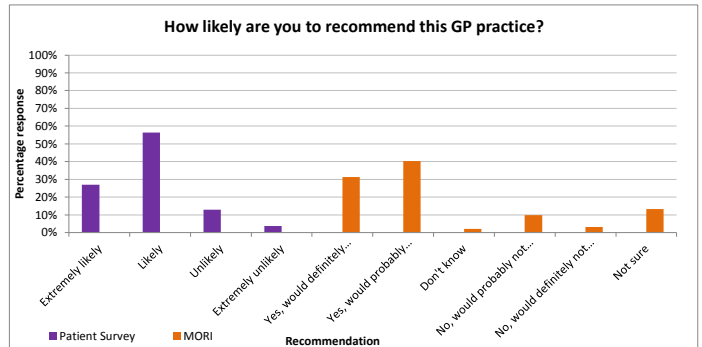
Q10 If yes, do you usually get to see your practitioner of choice?

	Patient Survey	MORI
Yes	39%	
No	28%	
No opinion	33%	
Always or almost always		19%
A lot of the time		20%
Some of the time		47%
Never or almost never		14%
Not tried at this GP surgery		0%



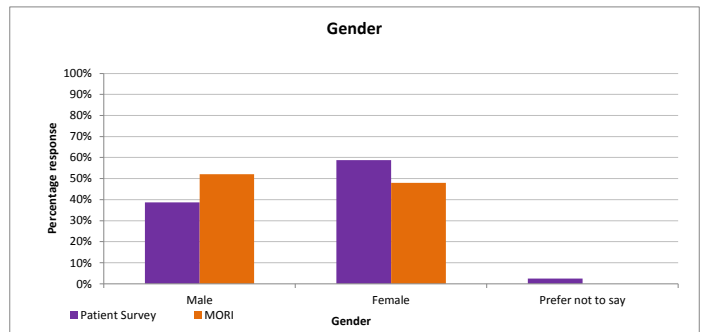
Q11 How likely are you to recommend this GP practice?

	Patient Survey	MORI
Extremely likely	27%	
Likely	56%	
Unlikely	13%	
Extremely unlikely	4%	
Yes, would definitely recommend		31%
Yes, would probably recommend		40%
Don't know		2%
No, would probably not recommend		10%
No, would definitely not recommend		3%
Not sure		13%



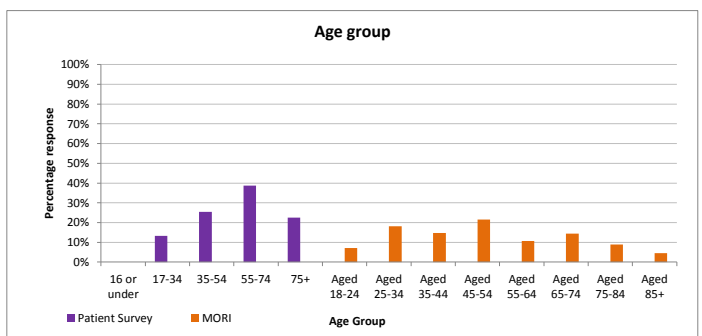
Q16 Gender

	Patient Survey	MORI
Male	39%	
Female	59%	48%
Prefer not to say	3%	



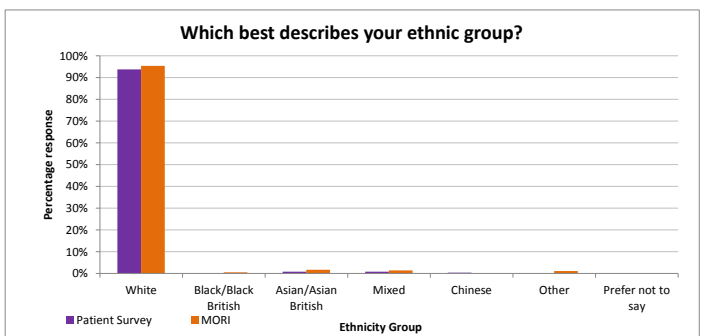
Q17 Age group

	Patient Survey	MORI
16 or under	0%	
17-34	13%	
35-54	25%	
55-74	39%	
75+	23%	
Aged 18-24		7%
Aged 25-34		18%
Aged 35-44		15%
Aged 45-54		22%
Aged 55-64		11%
Aged 65-74		14%
Aged 75-84		9%
Aged 85+		4%



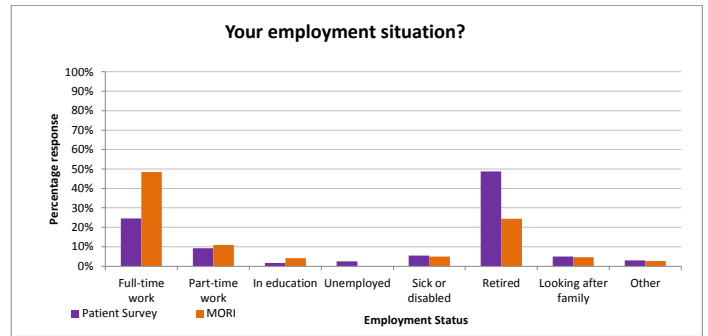
Q18 Which best describes your ethnic group?

	Patient Survey	MORI
White	94%	95%
Black/Black British	0%	0%
Asian/Asian British	1%	2%
Mixed	1%	1%
Chinese	0%	0%
Other	0%	1%
Prefer not to say	0%	0%



Q19 Your employment situation?

	Patient Survey	MORI
Full-time work	25%	48%
Part-time work	9%	11%
In education	2%	4%
Unemployed	3%	0%
Sick or disabled	5%	5%
Retired	49%	24%
Looking after family	5%	5%
Other	3%	3%



Text answers (Patient Survey)

Q5 What times would you prefer the surgery to be open?

	No. of Responses
No Response	190
Weekends	20
Longer opening hours	18
Thursday opening	6
Other	7
Total	241

Q9 Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)

	No. of Responses	% of positive responses (120)
No Response	135	
Dr Rees	36	30%
Dr Perko	27	23%
Dr Gallivan	18	15%
Dr Muthoot	15	13%
Dr Adl	12	10%
Dr Messenger	9	8%
Dr Mraheel	3	3%

Q12 If your GP is closed, how would you obtain medical advice? (multiple responses)

	No. of Responses	% of positive responses
Pharmacy	104	21%
NHS 111	102	20%
Self care	76	15%
Walk-in Centre	75	15%
Out-of-hours GP	55	11%
A&E	49	10%
Internet	25	5%
999	21	4%
Total	507	

Q13 What is the best thing about your GP practice?

	No. of Responses	% of positive responses
No Response	73	
Local	59	34%
Friendly and helpful staff	52	30%
Good Service	29	17%
Other	20	12%
Quick appointments	13	8%
Total	246	

Q14 Please list any improvements you would like to see at your GP practice

	No. of Responses	% of positive responses
No Response	103	-
More appointments	50	36%
Easier booking	25	18%
Cheaper Telephone	15	11%
Customer service improvements	9	7%
Longer opening times	7	5%
Nothing	6	4%
More services	4	3%
Improved waiting times	4	3%
Other	17	12%
Total	240	

Q15 Are there any other health services you would like to be provided locally?

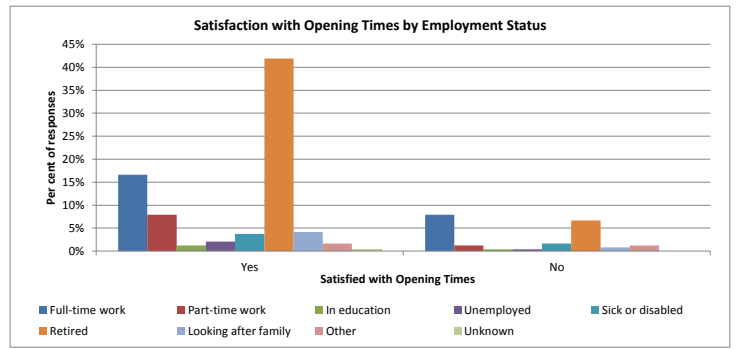
	No. of Responses
No response / happy with existing services	177
WIC	42
Increased community services*	13
Increased practice services**	3
Other***	5
Total	240

* Physiotherapy, Chiropody, Dentist, Pharmacy
 ** Flu vaccinations, Well man clinics, Drug & alcohol clinics.
 ***Transport, Car parking, Social support

Comparison of responses by Employment Status

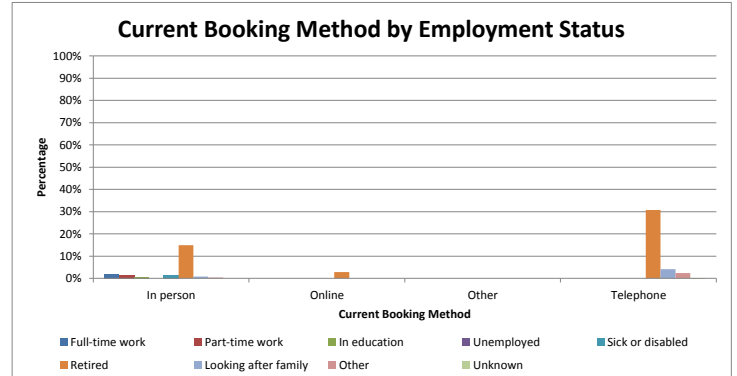
Satisfaction with Opening Times

Q4	Employment Status	No. of responses	Percentage
Yes	Full-time work	40	17%
	Part-time work	19	8%
	In education	3	1%
	Unemployed	5	2%
	Sick or disabled	9	4%
	Retired	101	42%
	Looking after family	10	4%
	Other (blank)	4	2%
No	Full-time work	19	8%
	Part-time work	3	1%
	In education	1	0%
	Unemployed	1	0%
	Sick or disabled	4	2%
	Retired	16	7%
	Looking after family	2	1%
	Other	3	1%
Grand Total		241	100%



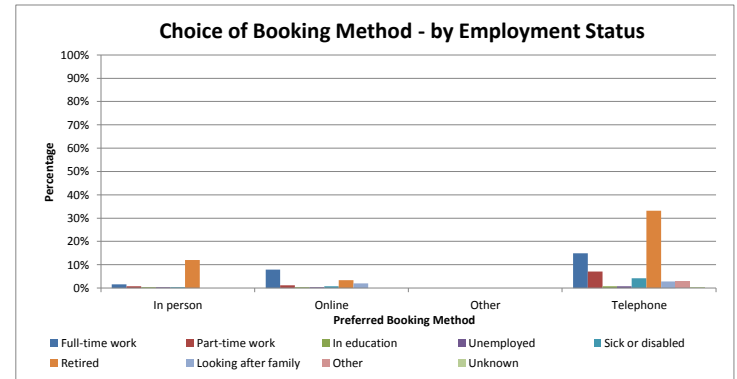
Current Booking Method

Q2	Employment Status	No. of responses	Percentage
In person	Full-time work	5	2%
	Part-time work	4	2%
	In education	2	1%
	Sick or disabled	4	2%
	Retired	36	15%
	Looking after family	2	1%
	Other	1	0%
	Online	Full-time work	3
Retired	7	3%	
Telephone	Full-time work	51	21%
	Part-time work	18	7%
	In education	2	1%
	Unemployed	6	2%
	Sick or disabled	9	4%
	Retired	74	31%
	Looking after family	10	4%
	Other (blank)	6	2%
Grand Total		241	100%



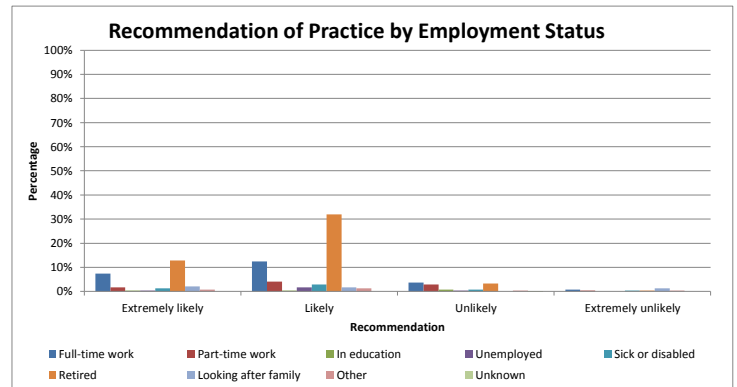
Choice of Booking Method

Q3	Employment Status	No. of responses	Percentage
In person	Full-time work	4	2%
	Part-time work	2	1%
	In education	1	0%
	Sick or disabled	1	0%
	Retired	29	12%
	Online	Full-time work	19
Part-time work	3	1%	
In education	1	0%	
Unemployed	2	1%	
Sick or disabled	2	1%	
Retired	8	3%	
Looking after family	5	2%	
Telephone	Full-time work	36	15%
	Part-time work	17	7%
	In education	2	1%
	Unemployed	4	2%
	Sick or disabled	10	4%
	Retired	80	33%
	Looking after family	7	3%
	Other (blank)	7	3%
Grand Total		241	100%



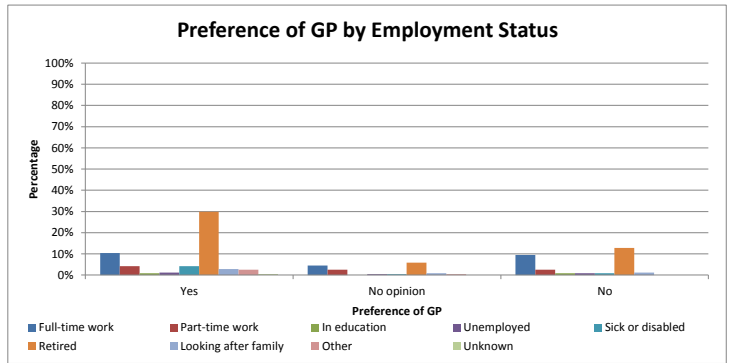
Recommendation of Practice

Q11	Employment Status	No. of responses	Percentage
Extremely likely	Full-time work	18	7%
	Part-time work	4	2%
	In education	1	0%
	Unemployed	1	0%
	Sick or disabled	3	1%
	Retired	31	13%
	Looking after family	5	2%
	Other	2	1%
Likely	Full-time work	30	12%
	Part-time work	10	4%
	In education	1	0%
	Unemployed	4	2%
	Sick or disabled	7	3%
	Retired	77	32%
	Looking after family	4	2%
	Other	3	1%
Unlikely	Full-time work	9	4%
	Part-time work	7	3%
	In education	2	1%
	Unemployed	1	0%
	Sick or disabled	2	1%
	Retired	8	3%
	Other (blank)	1	0%
	Extremely unlikely	Full-time work	2
Part-time work	1	0%	
Sick or disabled	1	0%	
Retired	1	0%	
Looking after family	3	1%	
Other	1	0%	
Grand Total		241	100%



Preference of GP

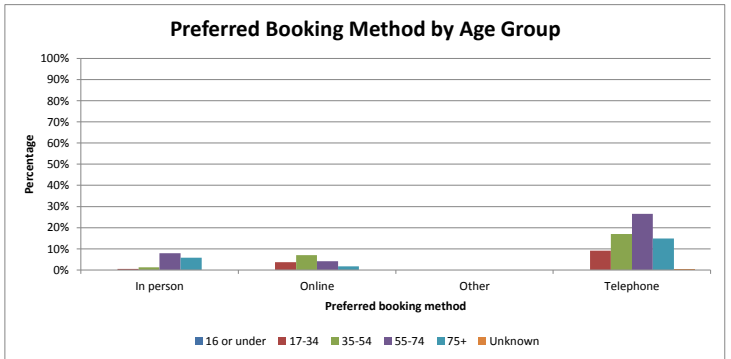
Q8	Employment Status	No. of responses	Percentage
Yes	Full-time work	25	10%
	Part-time work	10	4%
	In education	2	1%
	Unemployed	3	1%
	Sick or disabled	10	4%
	Retired	72	30%
	Looking after family	7	3%
	Other (blank)	6	2%
No opinion	Full-time work	11	5%
	Part-time work	6	2%
	Unemployed	1	0%
	Sick or disabled	1	0%
	Retired	14	6%
	Looking after family	2	1%
No	Other	1	0%
	Full-time work	23	10%
	Part-time work	6	2%
	In education	2	1%
	Unemployed	2	1%
	Sick or disabled	2	1%
	Retired	31	13%
Looking after family	3	1%	
Grand Total		241	100%



Comparison of responses by Age Group

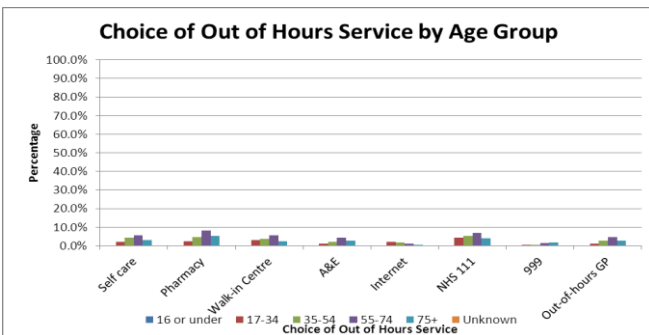
Preferred Booking Method

Q3	Age Group	No. of responses	Percentage
In person	17-34	1	0%
	35-54	3	1%
	55-74	19	8%
	75+	14	6%
Online	17-34	9	4%
	35-54	17	7%
	55-74	10	4%
	75+	4	2%
Telephone	17-34	22	9%
	35-54	41	17%
	55-74	64	27%
	75+	36	15%
	(blank)	1	0%
Grand Total		241	100%



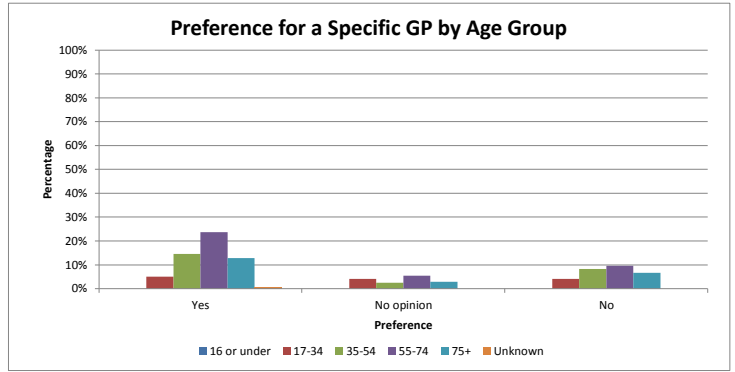
Choice of Out of Hours advice by Age Group

	16 or under	17-34	35-54	55-74	75+	Unknown	Total	16 or under	17-34	35-54	55-74	75+	Unknown
Self care	0	11	22	28	15		76	0.0%	2.2%	4.3%	5.5%	3.0%	0.0%
Pharmacy	0	12	24	42	26		104	0.0%	2.4%	4.7%	8.3%	5.1%	0.0%
Walk-in Centre	0	16	19	28	12		75	0.0%	3.2%	3.7%	5.5%	2.4%	0.0%
A&E	0	5	10	21	13		49	0.0%	1.0%	2.0%	4.1%	2.6%	0.0%
Internet	0	10	9	5	1		25	0.0%	2.0%	1.8%	1.0%	0.2%	0.0%
NHS 111	0	21	26	35	20		102	0.0%	4.1%	5.1%	6.9%	3.9%	0.0%
999	0	2	3	7	9		21	0.0%	0.4%	0.6%	1.4%	1.8%	0.0%
Out-of-hours G	0	6	13	23	13		55	0.0%	1.2%	2.6%	4.5%	2.6%	0.0%



Preference for a specific GP

Q8	Age Group	No. of responses	Percentage	
Yes	17-34	12	5%	
	35-54	35	15%	
	55-74	57	24%	
	75+	31	13%	
	(blank)	1	0%	
No opinion	17-34	10	4%	
	35-54	6	2%	
	55-74	13	5%	
	75+	7	3%	
No	17-34	10	4%	
	35-54	20	8%	
	55-74	23	10%	
	75+	16	7%	
Grand Total		241	100%	



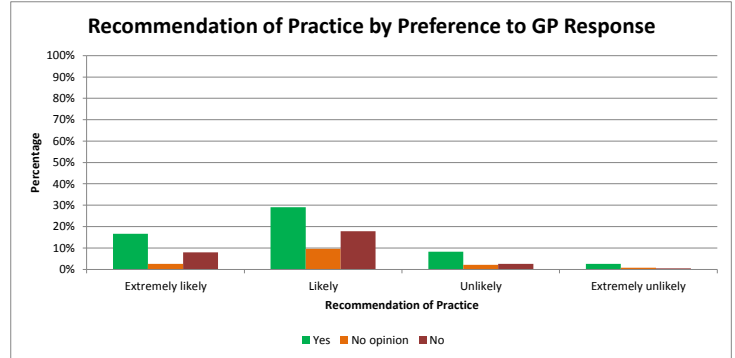
Recommendation of Practice by Preference for Specific GP Response

Preference for a specific GP - Response

Recommendation of Practice	Yes	No opinion	No
Extremely likely	40	6	19
Likely	70	23	43
Unlikely	20	5	6
Extremely unlikely	6	2	1
Total	136	36	69

Preference for a specific GP - Response

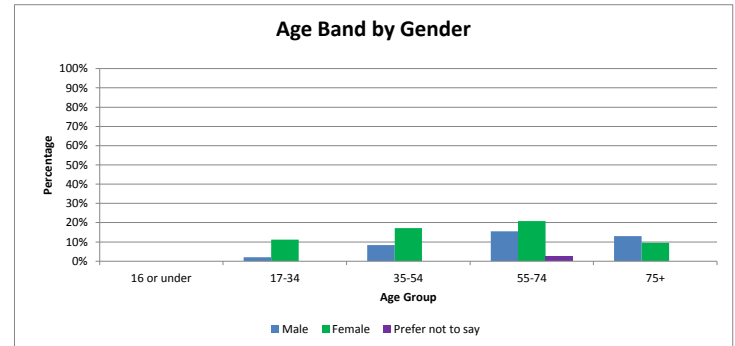
Recommendation of Practice	Yes	No opinion	No
Extremely likely	17%	2%	8%
Likely	29%	10%	18%
Unlikely	8%	2%	2%
Extremely unlikely	2%	1%	0%



Comparison of responses by Gender

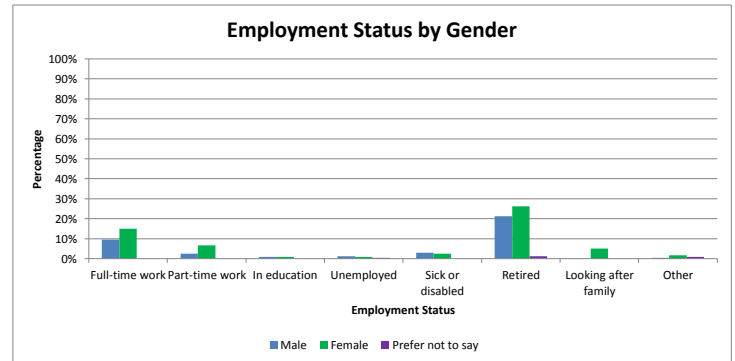
Age Band

Q17	Gender	No. of responses	Percentage	
17-34	Female	27	11%	
	Male	5	2%	
35-54	Female	41	17%	
	Male	20	8%	
55-74	Female	50	21%	
	Male	37	15%	
	Prefer not to say	6	3%	
75+	Female	23	10%	
	Male	31	13%	
Grand Total		240	100%	



Employment Status

Q19	Gender	No. of responses	Percentage	
Full-time work	Female	36	15%	
	Male	23	10%	
Part-time work	Female	16	7%	
	Male	6	3%	
In education	Female	2	1%	
	Male	2	1%	
Unemployed	Female	2	1%	
	Male	3	1%	
	Prefer not to say	1	0%	
Sick or disabled	Female	6	3%	
	Male	7	3%	
Retired	Female	63	26%	
	Male	51	21%	
	Prefer not to say	3	1%	
Looking after family	Female	12	5%	
Other	Female	4	2%	
	Male	1	0%	
	Prefer not to say	2	1%	
Grand Total		240	100%	



Satisfaction with Opening Times

		No. of Responses	Percentage	
Very satisfied	Female	43	18%	
	Male	38	16%	
	Prefer not to say (blank)	1	0%	
Satisfied	Female	71	29%	
	Male	42	17%	
	Prefer not to say	4	2%	
Dissatisfied	Female	5	2%	
	Male	1	0%	
Neutral	Female	19	8%	
	Male	12	5%	
	Prefer not to say	1	0%	
Very Dissatisfied	Female	3	1%	
Grand Total		241	100%	

