

The Mill Road Surgery

General Practice Survey 2014-2015

Number of Responses: 113



[Excel Report \(click here for full dataset\)](#)

Patients' Views of Mill Road and Cherry Hinton Surgeries

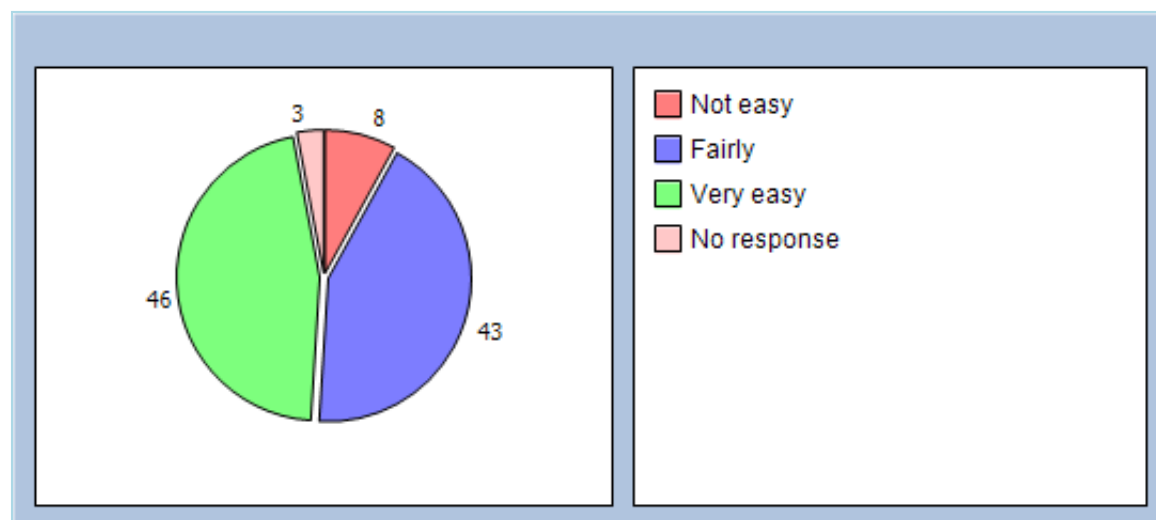
This survey and your feedback will help identify areas that may need improvement. Your opinions are therefore very valuable, the questionnaire is completely confidential and it is impossible for us to identify individual patients

Please answer all the questions that apply to you. There are no wrong or right answers.

Q1.If you have used any of the following services in the past 6 months how easy have you found them?

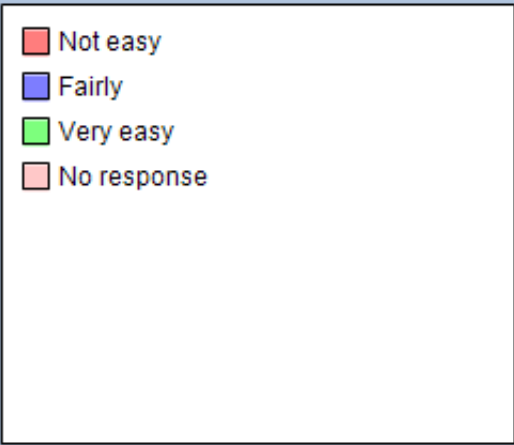
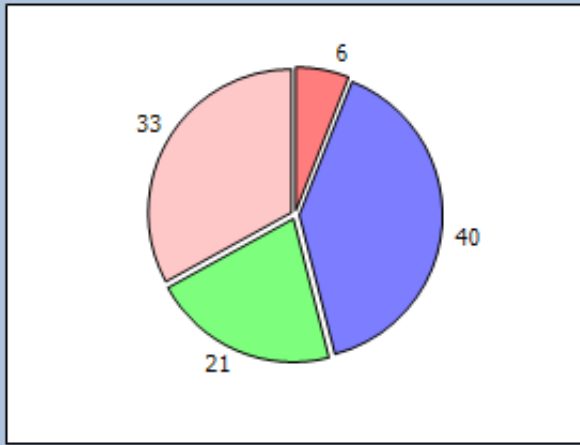
Getting through on the phone

Not easy	8%
Fairly	43%
Very easy	46%
No response	3%



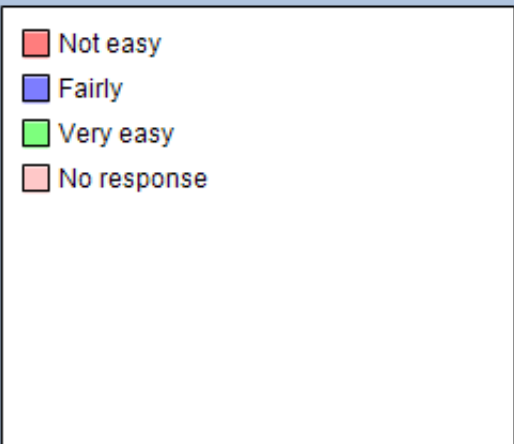
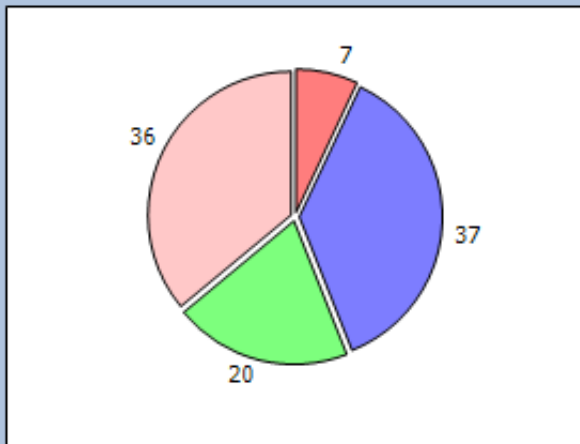
Speaking to a doctor on the phone

Not easy	6%
Fairly	40%
Very easy	21%
No response	33%



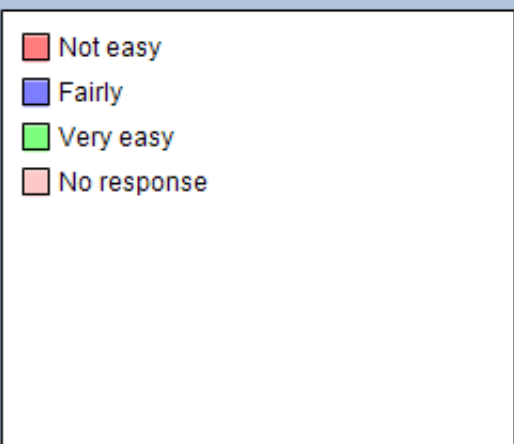
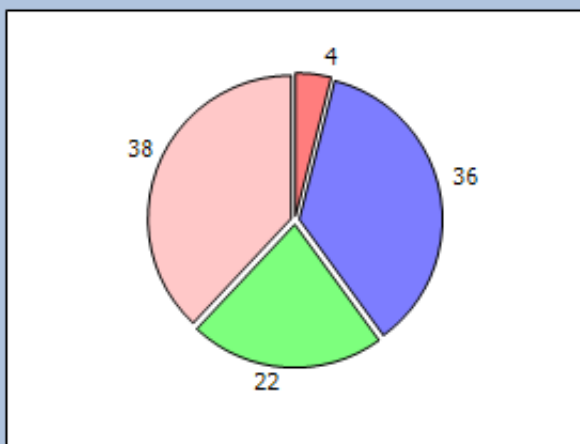
Speaking to a nurse on the phone

Not easy	7%
Fairly	37%
Very easy	20%
No response	36%



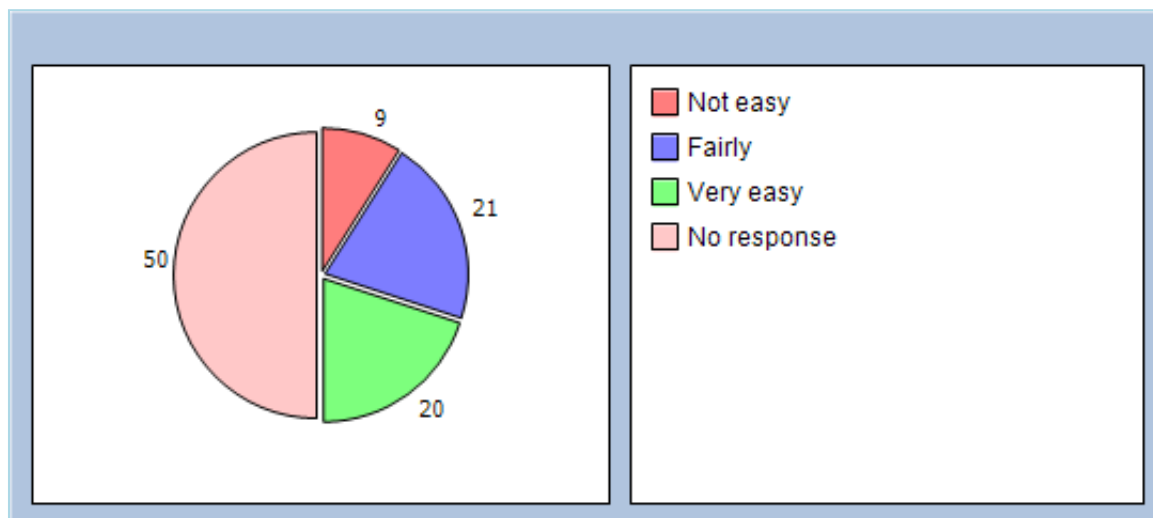
Obtaining test results by phone

Not easy	4%
Fairly	36%
Very easy	22%
No response	38%



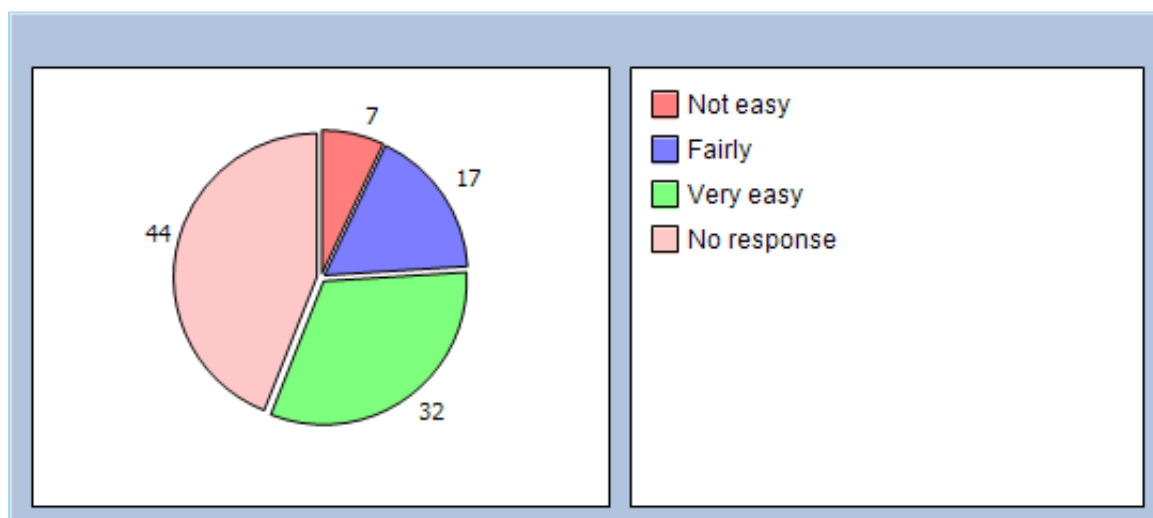
Booking appointments on line

Not easy	9%
Fairly	21%
Very easy	20%
No response	50%



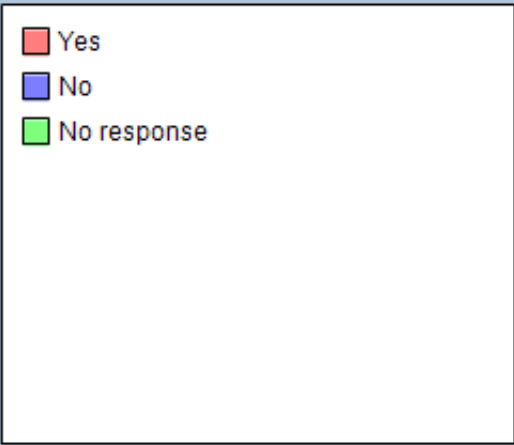
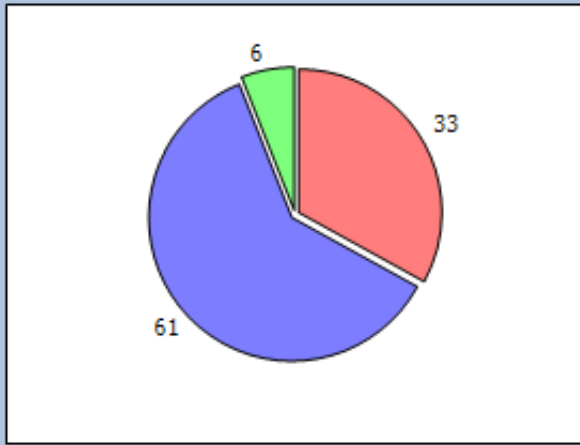
Using the self checking in screen

Not easy	7%
Fairly	17%
Very easy	32%
No response	44%



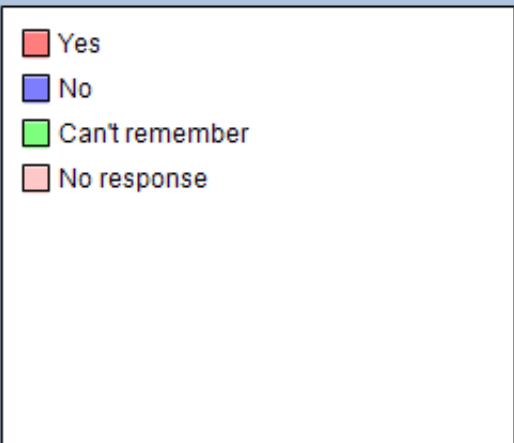
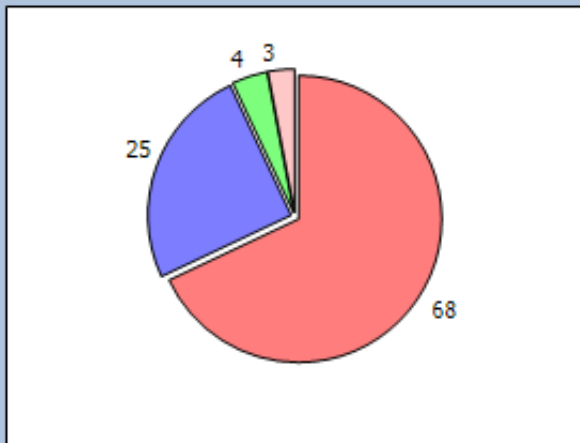
Q2. Are you aware that you can request log in details at reception in order to book your GP appointment on-line, via the website?

Yes	33%
No	61%
No response	6%



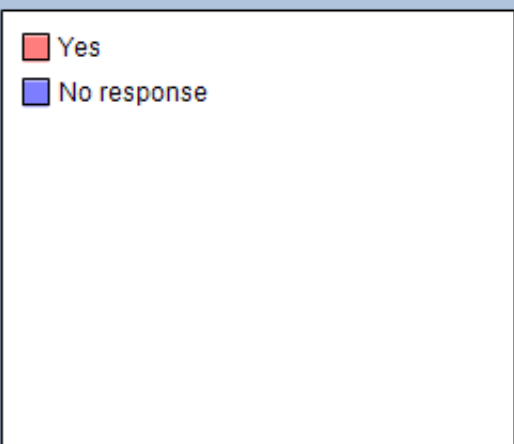
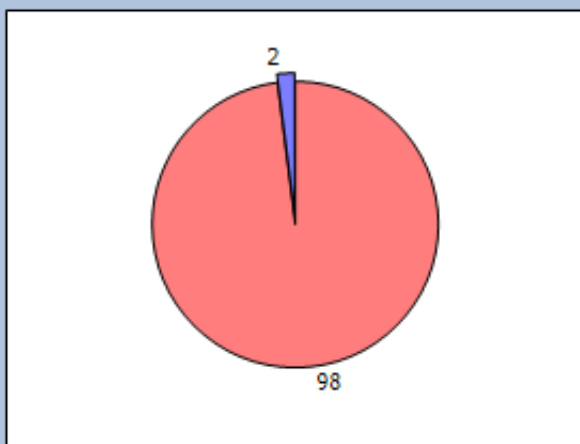
Q3. The last time you requested an appointment were you able to see a doctor/nurse on the same day, or within the next two working days that the surgery was open?

Yes	68%
No	25%
Can't remember	4%
No response	3%



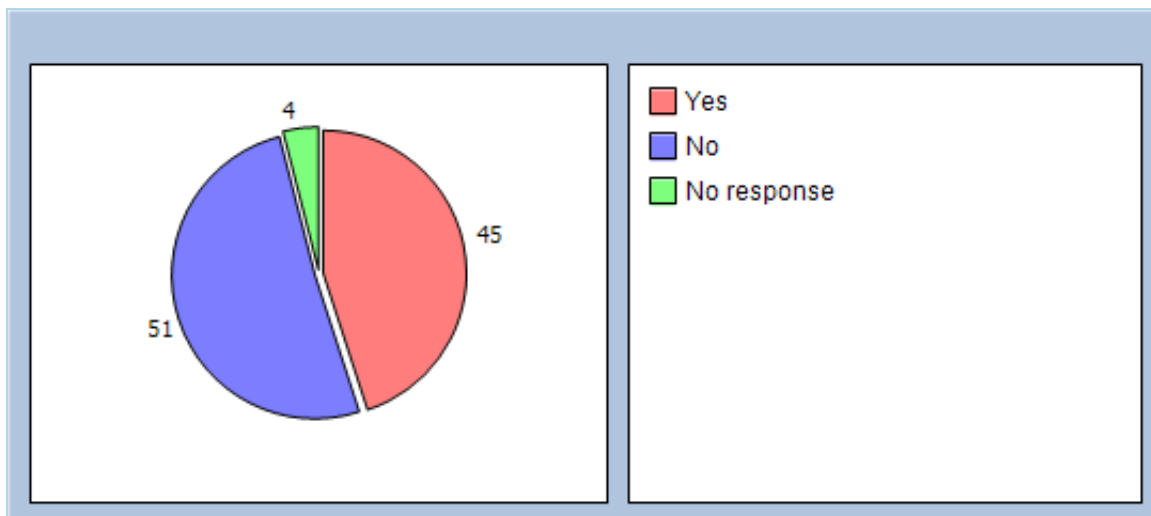
Q4. Did you have confidence and trust in the doctor/nurse that you saw?

Yes	98%
No	0%
No response	2%



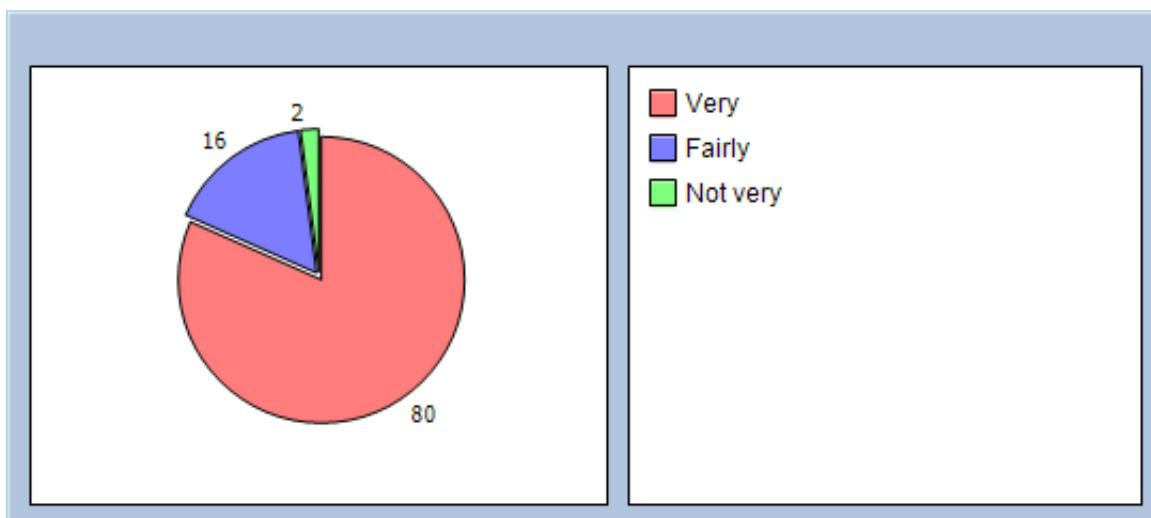
Q5. Are you usually seen on time for your booked appointment?

Yes	45%
No	51%
No response	4%



Q6. How satisfied are you with the service provided by the receptionists?

Very	80%
Fairly	16%
Not very	2%

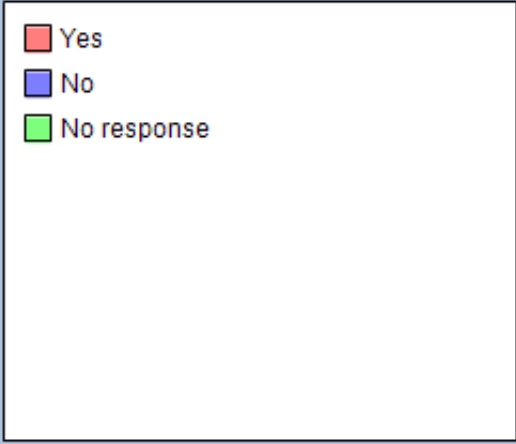
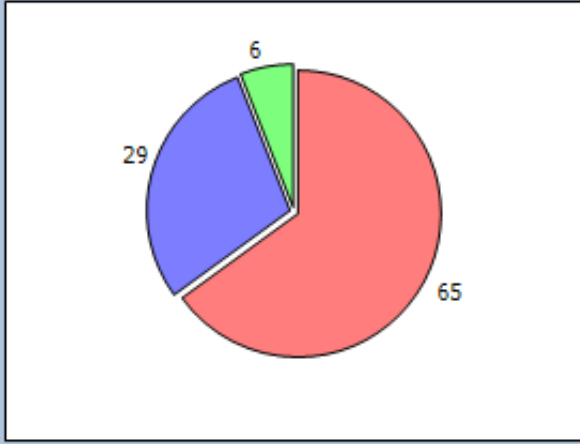


If not, why?

[View Comments](#)

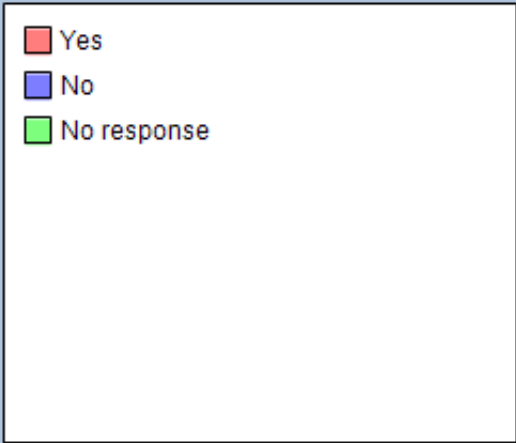
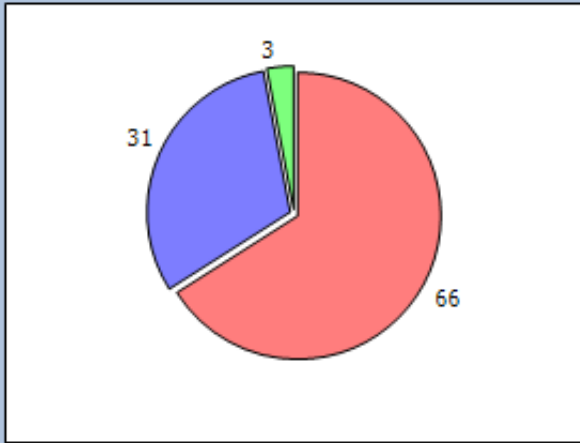
Q7. Are you aware that if you are not happy with any aspect of the surgery you can speak to the Practice Manager in the first instance and if you are not satisfied with the outcome can raise a formal complaint in writing?

Yes	65%
No	29%
No response	6%



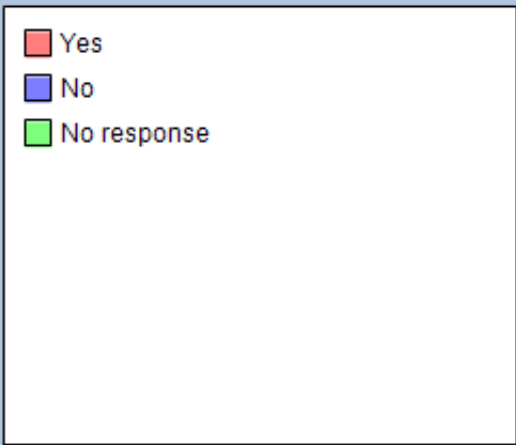
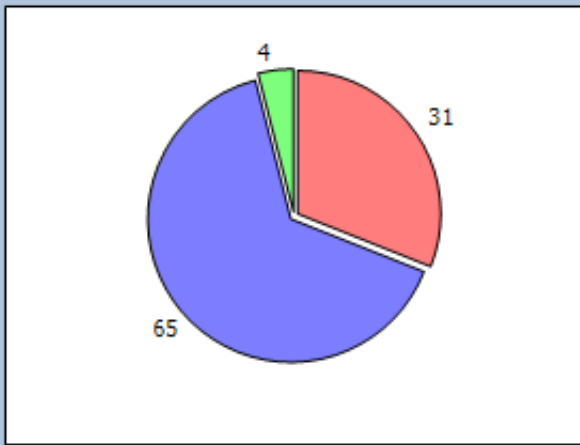
Q8. Are you aware that you can order repeat prescriptions on-line and/or nominate a designated pharmacy collection?

Yes 66%
No 31%
No response 3%



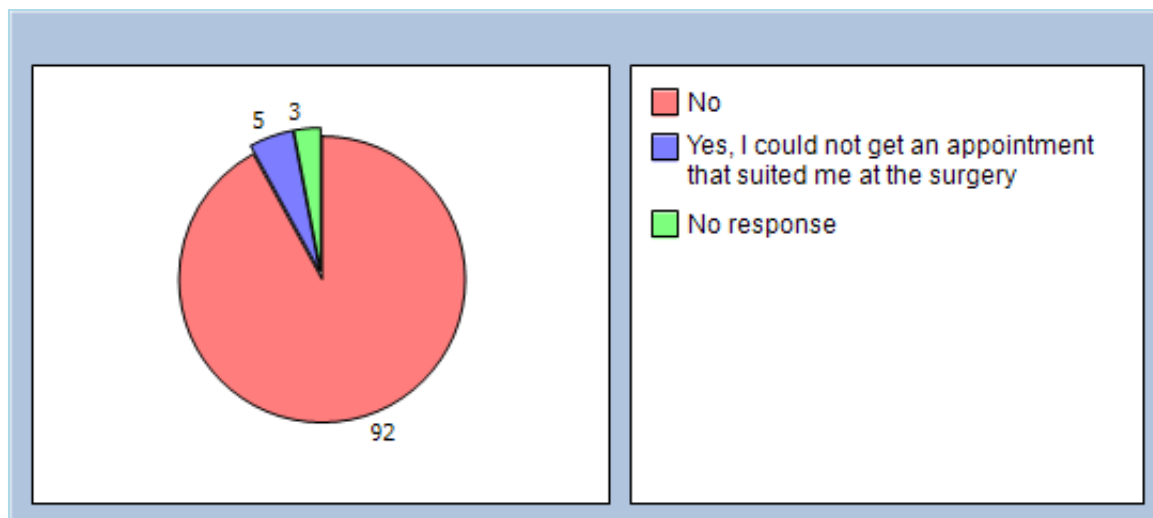
Q9. Did you know that the surgery may be losing a large amount of funding over the next four years due to the nationwide government changes and that services may have to be reduced?

Yes 31%
No 65%
No response 4%



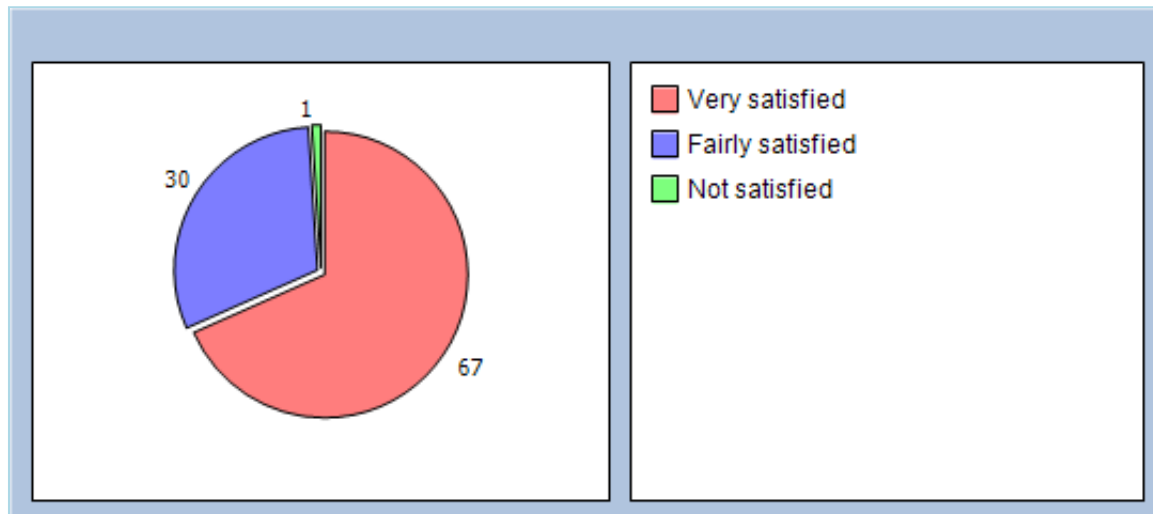
Q10. In the last 12 months have you attended A&E because you could not get an appointment that was suitable to you with the surgery; or because you work closer to the hospital?

No	92%
Yes, I could not get an appointment that suited me at the surgery	5%
Yes, I work nearer to the hospital	0%
No response	3%



Q11. Overall how satisfied are you with the care you get at the surgery?

Very satisfied	67%
Fairly satisfied	30%
Not satisfied	1%

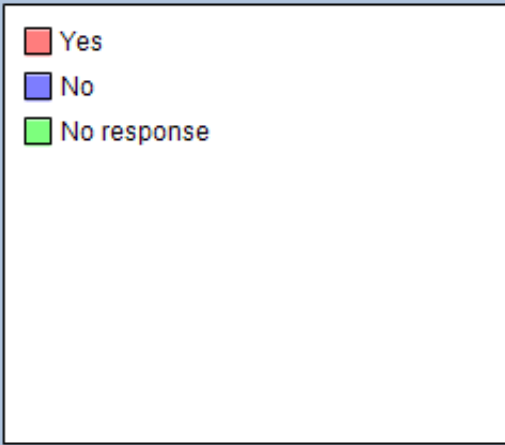
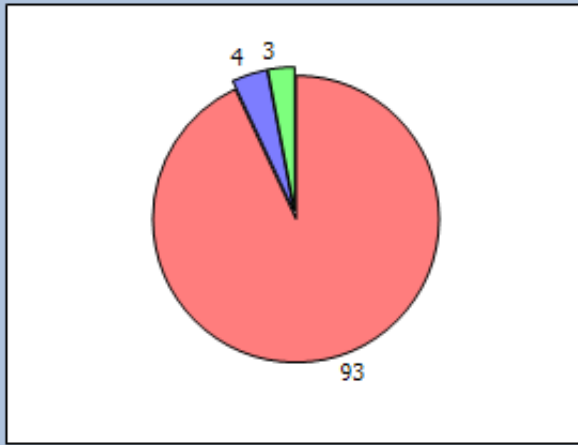


If not, why?

[View Comments](#)

Q12. Would you recommend the surgery to someone who had just moved to your local area?

Yes	93%
No	4%
No response	3%



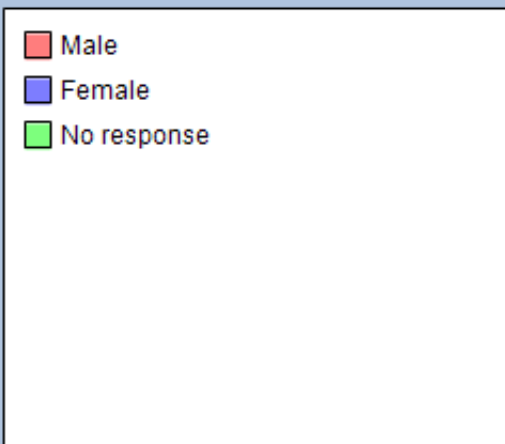
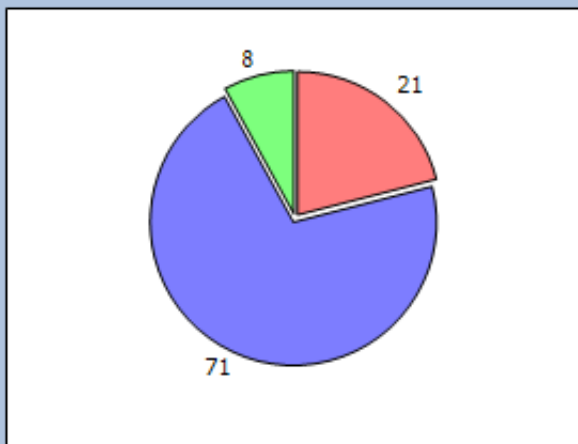
Q13. Do you have any suggestions for ways you think the surgery could be improved?

[View Comments](#)

It will help us understand your answers if you could tell us a little about yourself - we will not use your answers to identify you:

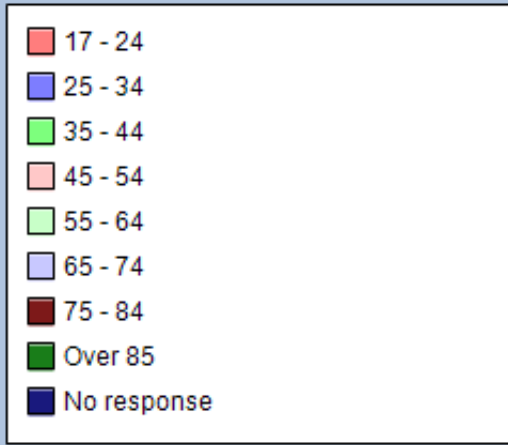
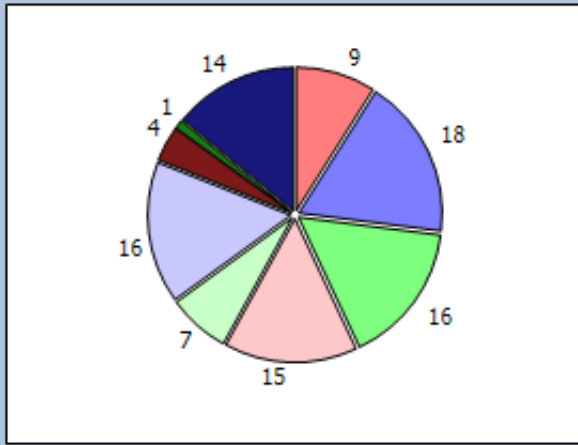
Are you male or female?

Male	21%
Female	71%
No response	8%



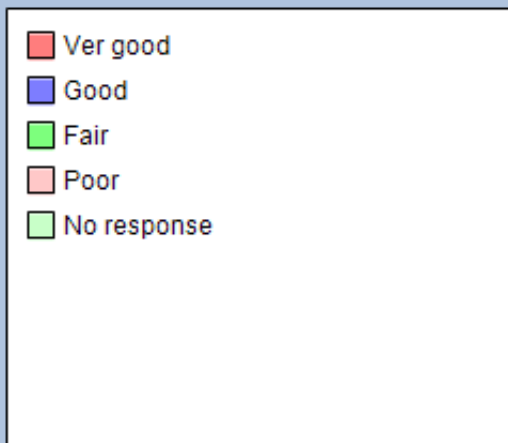
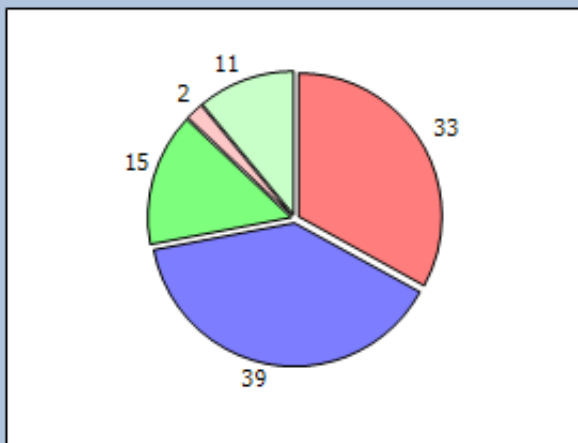
What age are you?

Under 16	0%
17 - 24	9%
25 - 34	18%
35 - 44	16%
45 - 54	15%
55 - 64	7%
65 - 74	16%
75 - 84	4%
Over 85	1%
No response	14%



In general would you say your health is

Ver good	33%
Good	39%
Fair	15%
Poor	2%
No response	11%

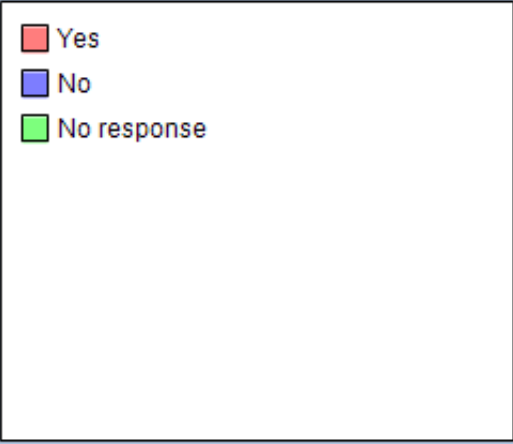
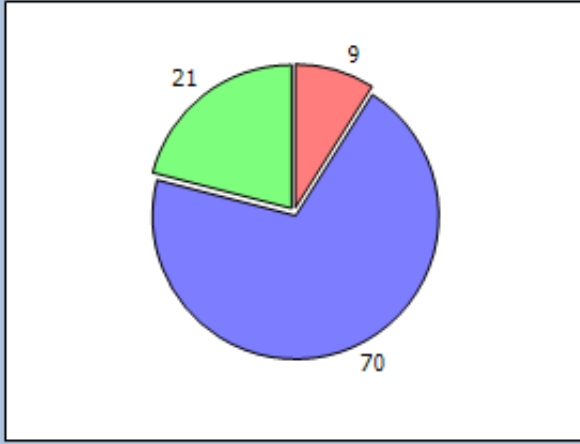


Do you have any special requirements, such as hearing loop, language line? please specify

[View Comments](#)

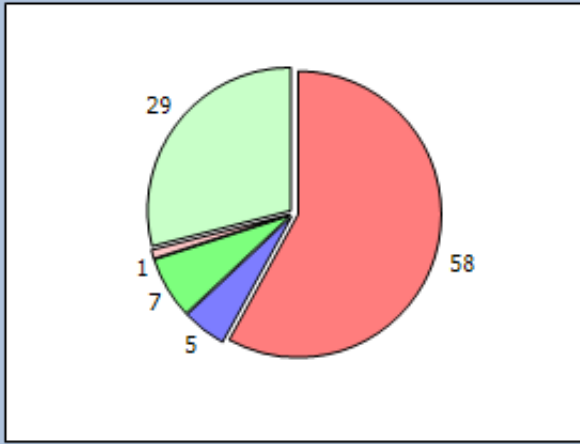
Do you have carer responsibilities for anyone in your household with a long standing health problem or disability?

Yes	9%
No	70%
No response	21%



What best describes your ethnic group?

White	58%
Black or Black British	5%
Asian or Asian British	7%
Mixed	0%
Chinese	0%
Other Ethnic Group	1%
No response	29%



Thank you for taking the time to help us with this Survey

Delete Responses