|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **PPG QUESTIONNAIRE SUMMARY** |  |  |  |  |  |  |
|  |  |  |  |  |  | **2013 / 14** |  | **2012 / 13** |
| **Q1 How helpful do you find the receptionists** |  |  |  |  |  |
|  **at your GP practice?** |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very helpful |  |  |  | 83 | 56.46 |  | 114 | 67.86 |
|  | o2 Fairly helpful |  |  |  | 51 | 34.69 |  | 39 | 23.21 |
|  | o3 Not very helpful |  |  |  | 9 | 6.12 |  | 9 | 5.36 |
|  | o4 Not at all helpful |  |  |  | 4 | 2.72 |  | 6 | 3.57 |
|  | o5 Don’t know |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  |  |  |  |  |  | 147 | 99.99 |  | 168 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q2 How easy is it to get through to someone at** |  |  |  |  |  |
|  **your GP practice on the phone?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very easy |  |  |  | 17 | 11.56 |  | 24 | 14.29 |
|  | o2 Fairly easy |  |  |  | 46 | 31.29 |  | 59 | 35.12 |
|  | o3 Not very easy |  |  |  | 50 | 34.01 |  | 51 | 30.36 |
|  | o4 Not at all easy |  |  |  | 32 | 21.77 |  | 33 | 19.64 |
|  | o5 Don’t know |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  | o6 Haven’t tried |  |  |  | 2 | 1.36 |  | 1 | 0.60 |
|  |  |  |  |  |  | 147 | 99.99 |  | 168 | 100.01 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q3 How easy is it to speak to a doctor or** |  |  |  |  |  |  |
|  **nurse on the phone at your GP practice?** | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very easy |  |  |  | 28 | 19.31 |  | 29 | 17.47 |
|  | o2 Fairly easy |  |  |  | 51 | 35.17 |  | 54 | 32.53 |
|  | o3 Not very easy |  |  |  | 20 | 13.79 |  | 26 | 15.66 |
|  | o4 Not at all easy |  |  |  | 8 | 5.52 |  | 7 | 4.22 |
|  | o5 Don’t know |  |  |  | 10 | 6.90 |  | 11 | 6.63 |
|  | o6 Haven’t tried |  |  |  | 28 | 19.31 |  | 39 | 23.49 |
|  |  |  |  |  |  | 145 | 100 |  | 166 | 100 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q4 If you need to see a GP urgently, can you** |  |  |  |  |  |
|  **normally get seen on the same day?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Yes |  |  |  |  | 100 | 68.97 |  | 117 | 70.06 |
|  | o2 No |  |  |  |  | 32 | 22.07 |  | 39 | 23.35 |
|  | o3 Don’t know / never needed to |  | 13 | 8.97 |  | 11 | 6.59 |
|  |  |  |  |  |  | 145 | 100.01 |  | 167 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q5 How important is it to you to be able to** |  |  |  |  |  |  |
|  **book appointments ahead of time in** |  |  |  |  |  |  |
|  **your practice?** |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Important |  |  |  | 124 | 86.11 |  | 138 | 83.13 |
|  | o2 Not important |  |  |  | 20 | 13.89 |  | 28 | 16.87 |
|  |  |  |  |  |  | 144 | 100.00 |  | 166 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q6 How easy is it to book ahead in your** |  |  |  |  |  |  |
|  **practice?** |  |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very easy |  |  |  | 15 | 10.27 |  | 19 | 11.45 |
|  | o2 Fairly easy |  |  |  | 40 | 27.40 |  | 44 | 26.51 |
|  | o3 Not very easy |  |  |  | 39 | 26.71 |  | 50 | 30.12 |
|  | o4 Not at all easy |  |  |  | 44 | 30.14 |  | 40 | 24.10 |
|  | o5 Don’t know |  |  |  | 5 | 3.42 |  | 5 | 3.01 |
|  | o6 Haven’t tried |  |  |  | 3 | 2.05 |  | 8 | 4.82 |
|  |  |  |  |  |  | 146 | 99.99 |  | 166 | 100.01 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q7 How do you normally book your** |  |  |  |  |  |  |
|  **appointments at your practice?** |  |  |  |  |  |  |
|  **(please X all boxes that apply)** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 In person |  |  |  | 46 | 25.56 |  | 45 | 22.28 |
|  | o2 By phone |  |  |  | 130 | 72.22 |  | 155 | 76.73 |
|  | o3 Online |  |  |  | 3 | 1.67 |  | 1 | 0.50 |
|  | o4 Doesn’t apply |  |  |  | 1 | 0.56 |  | 1 | 0.50 |
|  |  |  |  |  |  | 180 | 100.01 |  | 202 | 100.01 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q8 Which of the following methods** |  |  |  |  |  |  |
|  **would you prefer to use to book** |  |  |  |  |  |  |
|  **appointments at your practice?** |  |  |  |  |  |  |
|  **(please X all boxes that apply)** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 In person |  |  |  | 53 | 25.24 |  | 55 | 22.45 |
|  | o2 By phone |  |  |  | 121 | 57.62 |  | 152 | 62.04 |
|  | o3 Online |  |  |  | 36 | 17.14 |  | 38 | 15.51 |
|  | o4 Doesn’t apply |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  |  |  |  |  |  | 210 | 100.00 |  | 245 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Thinking of times when you want to see** |  |  |  |  |  |  |
| **a particular doctor:** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q9 How quickly do you usually get seen?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Same day or next day |  |  | 58 | 40.85 |  | 70 | 42.42 |
|  | o2 2-4 days |  |  |  | 30 | 21.13 |  | 33 | 20.00 |
|  | o3 5 days or more |  |  |  | 38 | 26.76 |  | 40 | 24.24 |
|  | o4 I don’t usually need to be seen quickly | 12 | 8.45 |  | 13 | 7.88 |
|  | o5 Don’t know, never tried |  |  | 4 | 2.82 |  | 9 | 5.45 |
|  |  |  |  |  |  | 142 | 100.01 |  | 165 | 99.99 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q10 How do you rate this?** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 29 | 21.17 |  | 41 | 25.31 |
|  | o2 Very good |  |  |  | 33 | 24.09 |  | 44 | 27.16 |
|  | o3 Good |  |  |  |  | 22 | 16.06 |  | 17 | 10.49 |
|  | o4 Fair |  |  |  |  | 20 | 14.60 |  | 27 | 16.67 |
|  | o5 Poor |  |  |  |  | 18 | 13.14 |  | 21 | 12.96 |
|  | o6 Very poor |  |  |  | 8 | 5.84 |  | 5 | 3.09 |
|  | o7 Does not apply |  |  |  | 7 | 5.11 |  | 7 | 4.32 |
|  |  |  |  |  |  | 137 | 100.01 |  | 162 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Thinking of times when you are willing to see** |  |  |  |  |  |
| **any doctor:** |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q11 How quickly do you usually get seen?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Same day or next day |  |  | 96 | 67.61 |  | 123 | 73.65 |
|  | o2 2-4 days |  |  |  | 20 | 14.08 |  | 23 | 13.77 |
|  | o3 5 days or more |  |  |  | 16 | 11.27 |  | 11 | 6.59 |
|  | o4 I don’t usually need to be seen quickly | 7 | 4.93 |  | 7 | 4.19 |
|  | o5 Don’t know, never tried |  |  | 3 | 2.11 |  | 3 | 1.80 |
|  |  |  |  |  |  | 142 | 100.00 |  | 167 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q12 How do you rate this?** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 35 | 25.93 |  | 54 | 33.54 |
|  | o2 Very good |  |  |  | 34 | 25.19 |  | 49 | 30.43 |
|  | o3 Good |  |  |  |  | 29 | 21.48 |  | 19 | 11.80 |
|  | o4 Fair |  |  |  |  | 15 | 11.11 |  | 26 | 16.15 |
|  | o5 Poor |  |  |  |  | 17 | 12.59 |  | 7 | 4.35 |
|  | o6 Very poor |  |  |  | 1 | 0.74 |  | 2 | 1.24 |
|  | o7 Does not apply |  |  |  | 4 | 2.96 |  | 4 | 2.48 |
|  |  |  |  |  |  | 135 | 100.00 |  | 161 | 99.99 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Thinking of your most recent consultation** |  |  |  |  |  |  |
| **with a doctor or nurse** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q13 How long did you wait for your** |  |  |  |  |  |  |
|  **consultation to start?** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Less than 5 minutes |  |  | 12 | 8.96 |  | 26 | 15.85 |
|  | o2 5 – 10 minutes |  |  |  | 67 | 50.00 |  | 85 | 51.83 |
|  | o3 11 – 20 minutes |  |  |  | 44 | 32.84 |  | 40 | 24.39 |
|  | o4 21 – 30 minutes |  |  |  | 7 | 5.22 |  | 9 | 5.49 |
|  | o5 More than 30 minutes |  |  | 3 | 2.24 |  | 3 | 1.83 |
|  | o6 There was no set time for my consultation | 1 | 0.75 |  | 1 | 0.61 |
|  |  |  |  |  |  | 134 | 100.01 |  | 164 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q14 How do you rate this?** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 19 | 14.29 |  | 37 | 22.84 |
|  | o2 Very good |  |  |  | 44 | 33.08 |  | 45 | 27.78 |
|  | o3 Good |  |  |  |  | 34 | 25.56 |  | 43 | 26.54 |
|  | o4 Fair |  |  |  |  | 28 | 21.05 |  | 25 | 15.43 |
|  | o5 Poor |  |  |  |  | 4 | 3.01 |  | 9 | 5.56 |
|  | o6 Very poor |  |  |  | 2 | 1.50 |  | 3 | 1.85 |
|  | o7 Does not apply |  |  |  | 2 | 1.50 |  | 0 | 0.00 |
|  |  |  |  |  |  | 133 | 99.99 |  | 162 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **ABOUT OPENING TIMES** |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q15 Is your GP practice currently open at** |  |  |  |  |  |  |
|  **times that are convenient to you?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Yes  |  |  |  |  | 111 | 81.62 |  | 142 | 86.59 |
|  | o2 No |  |  |  |  | 21 | 15.44 |  | 18 | 10.98 |
|  | o3 Don’t know |  |  |  | 4 | 2.94 |  | 4 | 2.44 |
|  |  |  |  |  |  | 136 | 100.00 |  | 164 | 100.01 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q16 Which of the following additional opening** |  |  |  |  |  |
|  **hours would make it easier for you to see** |  |  |  |  |  |
|  **or speak to someone?** |  |  |  |  |  |  |  |
|  **(Please X all boxes that apply)** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Before 8am |  |  |  | 16 | 13.91 |  | 14 | 13.33 |
|  | o2 At lunchtime |  |  |  | 18 | 15.65 |  | 10 | 9.52 |
|  | o3 After 6.30pm |  |  |  | 21 | 18.26 |  | 25 | 23.81 |
|  | o4 On a Saturday |  |  |  | 37 | 32.17 |  | 34 | 32.38 |
|  | o5 On a Sunday |  |  |  | 15 | 13.04 |  | 9 | 8.57 |
|  | o6 None of these |  |  |  | 8 | 6.96 |  | 13 | 12.38 |
|  |  |  |  |  |  | 115 | 99.99 |  | 105 | 99.99 |
|  |  |  |  |  |  |  |  |  |  |  |
| **ABOUT SEEING THE DOCTOR OF YOUR CHOICE** |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q17 Is there a particular GP you usually** |  |  |  |  |  |  |
|  **prefer to see or speak to?** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Yes |  |  |  |  | 118 | 87.41 |  | 126 | 78.26 |
|  | o2 No  |  |  |  |  | 17 | 12.59 |  | 34 | 21.12 |
|  | o3 There is only one doctor in my surgery | 0 | 0.00 |  | 1 | 0.62 |
|  |  |  |  |  |  | 135 | 100.00 |  | 161 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q18 How often do you see or speak to the** |  |  |  |  |  |  |
|  **GP you prefer?** |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Always or almost always |  |  | 46 | 41.82 |  | 49 | 37.98 |
|  | o2 A lot of the time |  |  |  | 28 | 25.45 |  | 39 | 30.23 |
|  | o3 Some of the time |  |  | 32 | 29.09 |  | 34 | 26.36 |
|  | o4 Never or almost never |  |  | 3 | 2.73 |  | 3 | 2.33 |
|  | o5 Not tried at this GP practice |  | 1 | 0.91 |  | 4 | 3.10 |
|  |  |  |  |  |  | 110 | 100.00 |  | 129 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **HOW GOOD WAS THE LAST GP YOU SAW AT EACH OF THE FOLLOWING?** |  |
| **If you haven’t seen a GP in your practice in the**  |  |  |  |  |  |
|  **last 6 months, please go to Q25** |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q19 Giving you enough time** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 89 | 68.46 |  | 104 | 65.41 |
|  | o2 Good |  |  |  |  | 32 | 24.62 |  | 44 | 27.67 |
|  | o3 Fair |  |  |  |  | 7 | 5.38 |  | 8 | 5.03 |
|  | o4 Poor |  |  |  |  | 2 | 1.54 |  | 2 | 1.26 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 1 | 0.63 |
|  | o6 Does not apply |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  |  |  |  |  |  | 130 | 100.00 |  | 159 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q20 Listening to you** |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 96 | 73.85 |  | 116 | 72.05 |
|  | o2 Good |  |  |  |  | 28 | 21.54 |  | 39 | 24.22 |
|  | o3 Fair |  |  |  |  | 4 | 3.08 |  | 5 | 3.11 |
|  | o4 Poor |  |  |  |  | 2 | 1.54 |  | 1 | 0.62 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  |  |  |  |  |  | 130 | 100.01 |  | 161 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q21 Explaining tests and treatments** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 89 | 69.53 |  | 110 | 68.75 |
|  | o2 Good |  |  |  |  | 29 | 22.66 |  | 37 | 23.13 |
|  | o3 Fair |  |  |  |  | 7 | 5.47 |  | 7 | 4.38 |
|  | o4 Poor |  |  |  |  | 0 | 0.00 |  | 2 | 1.25 |
|  | o5 Very Poor |  |  |  | 1 | 0.78 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 2 | 1.56 |  | 4 | 2.50 |
|  |  |  |  |  |  | 128 | 100.00 |  | 160 | 100.01 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q22 Involving you in decisions about your care** | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 87 | 66.92 |  | 96 | 60.00 |
|  | o2 Good |  |  |  |  | 34 | 26.15 |  | 47 | 29.38 |
|  | o3 Fair |  |  |  |  | 6 | 4.62 |  | 9 | 5.63 |
|  | o4 Poor |  |  |  |  | 1 | 0.77 |  | 1 | 0.63 |
|  | o5 Very poor |  |  |  | 1 | 0.77 |  | 1 | 0.63 |
|  | o6 Does not apply |  |  |  | 1 | 0.77 |  | 6 | 3.75 |
|  |  |  |  |  |  | 130 | 100.00 |  | 160 | 100.02 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q23 Treating you with care and concern** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 93 | 71.54 |  | 111 | 69.38 |
|  | o2 Good |  |  |  |  | 32 | 24.62 |  | 40 | 25.00 |
|  | o3 Fair |  |  |  |  | 3 | 2.31 |  | 5 | 3.13 |
|  | o4 Poor |  |  |  |  | 2 | 1.54 |  | 1 | 0.63 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 1 | 0.63 |
|  | o6 Does not apply |  |  |  | 0 | 0.00 |  | 2 | 1.25 |
|  |  |  |  |  |  | 130 | 100.01 |  | 160 | 100.02 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q24 Did you have confidence and trust in the** |  |  |  |  |  |
|  **GP you saw or spoke to?** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Yes, definitely |  |  |  | 106 | 81.54 |  | 135 | 83.85 |
|  | o2 Yes, to some extent |  |  | 21 | 16.15 |  | 25 | 15.53 |
|  | o3 No, not at all |  |  |  | 2 | 1.54 |  | 1 | 0.62 |
|  | o4 Don’t know / can’t say |  |  | 1 | 0.77 |  | 0 | 0.00 |
|  |  |  |  |  |  | 130 | 100.00 |  | 161 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **HOW GOOD WAS THE LAST NURSE YOU SAW AT EACH OF THE FOLLOWING?** |  |
|  **If you haven’t seen a nurse in your practice**  |  |  |  |  |  |
|  **in the last 6 months, please go to Q31** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q25 Giving you enough time** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 71 | 61.21 |  | 76 | 56.30 |
|  | o2 Good |  |  |  |  | 32 | 27.59 |  | 43 | 31.85 |
|  | o3 Fair |  |  |  |  | 9 | 7.76 |  | 10 | 7.41 |
|  | o4 Poor |  |  |  |  | 1 | 0.86 |  | 2 | 1.48 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 3 | 2.59 |  | 4 | 2.96 |
|  |  |  |  |  |  | 116 | 100.01 |  | 135 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q26 Listening to you** |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 64 | 57.14 |  | 81 | 61.83 |
|  | o2 Good |  |  |  |  | 31 | 27.68 |  | 37 | 28.24 |
|  | o3 Fair |  |  |  |  | 11 | 9.82 |  | 11 | 8.40 |
|  | o4 Poor |  |  |  |  | 2 | 1.79 |  | 2 | 1.53 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 4 | 3.57 |  | 0 | 0.00 |
|  |  |  |  |  |  | 112 | 100.00 |  | 131 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q27 Explaining tests and treatments** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 60 | 53.10 |  | 75 | 57.69 |
|  | o2 Good |  |  |  |  | 38 | 33.63 |  | 32 | 24.62 |
|  | o3 Fair |  |  |  |  | 7 | 6.19 |  | 14 | 10.77 |
|  | o4 Poor |  |  |  |  | 3 | 2.65 |  | 2 | 1.54 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 5 | 4.42 |  | 7 | 5.38 |
|  |  |  |  |  |  | 113 | 99.99 |  | 130 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q28 Involving you in decisions about your care** | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 51 | 45.54 |  | 67 | 51.15 |
|  | o2 Good |  |  |  |  | 38 | 33.93 |  | 39 | 29.77 |
|  | o3 Fair |  |  |  |  | 8 | 7.14 |  | 10 | 7.63 |
|  | o4 Poor |  |  |  |  | 3 | 2.68 |  | 2 | 1.53 |
|  | o5 Very poor |  |  |  | 0 | 0.00 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 12 | 10.71 |  | 13 | 9.92 |
|  |  |  |  |  |  | 112 | 100.00 |  | 131 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q29 Treating you with care and concern** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very good |  |  |  | 65 | 58.04 |  | 79 | 60.77 |
|  | o2 Good |  |  |  |  | 35 | 31.25 |  | 37 | 28.46 |
|  | o3 Fair |  |  |  |  | 4 | 3.57 |  | 8 | 6.15 |
|  | o4 Poor |  |  |  |  | 2 | 1.79 |  | 1 | 0.77 |
|  | o5 Very poor |  |  |  | 1 | 0.89 |  | 0 | 0.00 |
|  | o6 Does not apply |  |  |  | 5 | 4.46 |  | 5 | 3.85 |
|  |  |  |  |  |  | 112 | 100.00 |  | 130 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q30 Did you have confidence and trust in** |  |  |  |  |  |  |
|  **the nurse you saw or spoke to?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Yes, definitely |  |  |  | 82 | 74.55 |  | 95 | 71.43 |
|  | o2 Yes, to some extent |  |  | 20 | 18.18 |  | 32 | 24.06 |
|  | o3 No, not at all |  |  |  | 6 | 5.45 |  | 2 | 1.50 |
|  | o4 Don’t know / can’t say |  |  | 2 | 1.82 |  | 4 | 3.01 |
|  |  |  |  |  |  | 110 | 100.00 |  | 133 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **ABOUT CARE FROM YOUR DOCTORS AND NURSES** |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Thinking about the care you get from your** |  |  |  |  |  |  |
| **doctors and nurses overall, how well does the** |  |  |  |  |  |
| **practice help you to:** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q31 Understand your health problems?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very well |  |  |  | 119 | 86.86 |  | 139 | 83.73 |
|  | o2 Unsure |  |  |  | 14 | 10.22 |  | 20 | 12.05 |
|  | o3 Not very well |  |  |  | 4 | 2.92 |  | 5 | 3.01 |
|  | o4 Does not apply |  |  |  | 0 | 0.00 |  | 2 | 1.20 |
|  |  |  |  |  |  | 137 | 100.00 |  | 166 | 99.99 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q32 Cope with your health problems** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very well |  |  |  | 111 | 81.02 |  | 133 | 80.12 |
|  | o2 Unsure |  |  |  | 20 | 14.60 |  | 26 | 15.66 |
|  | o3 Not very well |  |  |  | 4 | 2.92 |  | 4 | 2.41 |
|  | o4 Does not apply |  |  |  | 2 | 1.46 |  | 3 | 1.81 |
|  |  |  |  |  |  | 137 | 100.00 |  | 166 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q33 Keep yourself healthy** |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Very well |  |  |  | 93 | 69.40 |  | 123 | 75.93 |
|  | o2 Unsure |  |  |  | 28 | 20.90 |  | 26 | 16.05 |
|  | o3 Not very well |  |  |  | 8 | 5.97 |  | 6 | 3.70 |
|  | o4 Does not apply |  |  |  | 5 | 3.73 |  | 7 | 4.32 |
|  |  |  |  |  |  | 134 | 100.00 |  | 162 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q34 Overall, how would you describe your** |  |  |  |  |  |  |
|  **experience of your GP surgery?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 61 | 44.53 |  | 80 | 47.90 |
|  | o2 Very good |  |  |  | 45 | 32.85 |  | 63 | 37.72 |
|  | o3 Good |  |  |  |  | 24 | 17.52 |  | 13 | 7.78 |
|  | o4 Fair |  |  |  |  | 6 | 4.38 |  | 8 | 4.79 |
|  | o5 Poor |  |  |  |  | 0 | 0.00 |  | 2 | 1.20 |
|  | o6 Very poor |  |  |  | 1 | 0.73 |  | 1 | 0.60 |
|  |  |  |  |  |  | 137 | 100.01 |  | 167 | 99.99 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q35 Would you recommend your GP surgery** |  |  |  |  |  |
|  **to someone who has just moved to your** |  |  |  |  |  |
|  **local area?** |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Yes, definitely |  |  |  | 94 | 68.61 |  | 121 | 72.89 |
|  | o2 Yes, probably |  |  |  | 28 | 20.44 |  | 37 | 22.29 |
|  | o3 No, probably not |  |  |  | 8 | 5.84 |  | 3 | 1.81 |
|  | o4 No, definitely not |  |  | 2 | 1.46 |  | 2 | 1.20 |
|  | o5 Don’t know |  |  |  | 5 | 3.65 |  | 3 | 1.81 |
|  |  |  |  |  |  | 137 | 100.00 |  | 166 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **ABOUT THE PREMISES AND FACILITIES** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q36 How would you describe the suitability**  |  |  |  |  |  |
| **and layout of the car parking bays?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 6 | 4.65 |  | 16 | 10.13 |
|  | o2 Very good |  |  |  | 29 | 22.48 |  | 37 | 23.42 |
|  | o3 Good |  |  |  |  | 42 | 32.56 |  | 51 | 32.28 |
|  | o4 Fair |  |  |  |  | 40 | 31.01 |  | 34 | 21.52 |
|  | o5 Poor |  |  |  |  | 11 | 8.53 |  | 15 | 9.49 |
|  | o6 Very poor |  |  |  | 1 | 0.78 |  | 5 | 3.16 |
|  |  |  |  |  |  | 129 | 100.01 |  | 158 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q37 How would you describe the suitability and** |  |  |  |  |  |
| **layout of the waiting room and corridors?** | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 27 | 19.29 |  | 31 | 18.67 |
|  | o2 Very good |  |  |  | 46 | 32.86 |  | 54 | 32.53 |
|  | o3 Good |  |  |  |  | 41 | 29.29 |  | 61 | 36.75 |
|  | o4 Fair |  |  |  |  | 22 | 15.71 |  | 15 | 9.04 |
|  | o5 Poor |  |  |  |  | 4 | 2.86 |  | 3 | 1.81 |
|  | o6 Very poor |  |  |  | 0 | 0.00 |  | 2 | 1.20 |
|  |  |  |  |  |  | 140 | 100.01 |  | 166 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q38 How would you describe the comfort**  |  |  |  |  |  |  |
| **and décor of the waiting room?** |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 12 | 8.63 |  | 25 | 15.06 |
|  | o2 Very good |  |  |  | 40 | 28.78 |  | 40 | 24.10 |
|  | o3 Good |  |  |  |  | 46 | 33.09 |  | 61 | 36.75 |
|  | o4 Fair |  |  |  |  | 30 | 21.58 |  | 27 | 16.27 |
|  | o5 Poor |  |  |  |  | 10 | 7.19 |  | 9 | 5.42 |
|  | o6 Very poor |  |  |  | 1 | 0.72 |  | 4 | 2.41 |
|  |  |  |  |  |  | 139 | 99.99 |  | 166 | 100.01 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q39 How would you describe the toilet**  |  |  |  |  |  |  |
| **facilities?** |  |  |  |  | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 21 | 15.56 |  | 24 | 15.09 |
|  | o2 Very good |  |  |  | 38 | 28.15 |  | 51 | 32.08 |
|  | o3 Good |  |  |  |  | 50 | 37.04 |  | 55 | 34.59 |
|  | o4 Fair |  |  |  |  | 21 | 15.56 |  | 24 | 15.09 |
|  | o5 Poor |  |  |  |  | 5 | 3.70 |  | 3 | 1.89 |
|  | o6 Very poor |  |  |  | 0 | 0.00 |  | 2 | 1.26 |
|  |  |  |  |  |  | 135 | 100.01 |  | 159 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
| **Q40 How would you rate the layout of the reception** |  |  |  |  |
| **desk area in relation to confidentiality?** | **Count** | **%** |  | **Count** | **%** |
|  | o1 Excellent |  |  |  | 11 | 7.86 |  | 17 | 10.30 |
|  | o2 Very good |  |  |  | 24 | 17.14 |  | 25 | 15.15 |
|  | o3 Good |  |  |  |  | 37 | 26.43 |  | 52 | 31.52 |
|  | o4 Fair |  |  |  |  | 40 | 28.57 |  | 42 | 25.45 |
|  | o5 Poor |  |  |  |  | 25 | 17.86 |  | 23 | 13.94 |
|  | o6 Very poor |  |  |  | 3 | 2.14 |  | 6 | 3.64 |
|  |  |  |  |  |  | 140 | 100.00 |  | 165 | 100.00 |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

**OTHER COMMENTS ON THE QUESTIONNAIRES**

|  |  |
| --- | --- |
| 1 | Have been with these doctors for 60yrs. Would not wish to change. All very good. |
| 2 | Some nurses are lovely, some are opinionated which can discourage younger people to come in. They should be supportive, particularly to new mothers who can be anxious. Why don't nurses fit coils? I would prefer it to seeing a doctor and it would be cheaper and free up the doctors to see more serious matters. |
| 3 | As still working, I find it almost impossible to get a late appointment or otherwise. |
| 5 | Getting through to reception by phone in the mornings is not easy. When I do, all appointments have gone. Within the limits of car parking, it would be better to spread the doctor's hours over a wider timescale. Increased opening times would help including weekends. I find the 'out of hours' services not very good in the past. |
| 7 |  An all round very good and helpful practice |
| 9 | I believe the GP practice to be of overall high standard and the care they provide excellent. I have been attending this practice for a number of years and am extremely happy with the service and care I receive. |
| 13 | I worry if I need to see a doctor but cant get an appointment that day as all the appointments are taken. If I have to phone back the next day the same thing might happen especially if I have been ill over the weekend. This is very worrying the longer it goes on. This has happened before and I had to phone for advice elsewhere. If I cannot get an appointment, why cant I be given an appointment for the following day as I am likely to be in more urgent need than a new person who happens to phone at the right time to get an appointment? This doesnt seem fair. |
| 15 | Pre bookable appointments available in 7days would be very helpful |
| 17 | The lights on the appointment boards do not stay on long enough. A little longer would be helpful |
| 24 | Only thing is trying to get through on the phone. It takes so long and by the time you get through all appointments with own doctor are full. |
| 27 | It's excellent. I don't see what else you could do about reception confidentiality |
| 28 | I see Dr Badcock. I feel so much better after seeing him. He is such a caring doctor.  |
| 33 | When phoning, surgery phone usually engaged and have to redial several times. |
| 38 | Overall very happy |
| 40 | I have a mental health problem which means I have a medication hangover in the mornings. This makes getting an appointment over the phone virtually impossible as I am not compus mentis at 8.00am. Getting an appointment in 1, 2 or 3 weeks is fine as I make it on the way out of the surgery. If the doctor wants to see me in 4 weeks then I have to wait a week then remember to phone. First thing in the morning doesnt allow for my disability and I have had to get my support worker to phone for me. Even then it is difficult to get an appointment ahead of time. |
| 44 | I understand that in some practices senior citizens are called annually for an overall assessment of their health. I would like to see the same applied at my surgery. |
| 45 | I would like to be able to plan ahead and book an appointment with the doctor of my choice. I have always received excellent help and advice to guide me. I have been with the surgery since 1967 so that speaks volumes as to my degree of satisfaction |
| 49 | Fire the rude receptionists |
| 50 | People who never miss their appointments should be able to book ahead. Change voice on telephone system. |
| 51 | I try to avoid being ill. I am 70 in a few months but never receive any information regarding 'well man' if you do this on cholesterol checks? |
| 52 | If I come to the surgery at 8.00am on the day I want to see a GP I can always get an appointment and usually with the GP I wish to see. I work full time and start at 6.00am and it is not possible for me to phone at 8.00am so I have to wait for my one day off a week. It is important for me to be able to book in advance some weeks ahead to fit around my work hours. Opening more evenings would also be helpful. All doctors I have seen have been excellent! |
| 55 | Would be nice if you could get through to book an appointment on the phone in the mornings. Currently on numerous occasions have waited 1/2 hour just to get on hold and by the time you get through all appointments have gone. Also would be good if you could actually pre-book appointments when asked by a doctor. |
| 57 | The practice and GPs are second to none. It is the difficulty in getting an appointment that lets it down in my opinion. |
| 63 | Would like not to have to wait to get through to reception. |
| 71 | Overall an excellent service is provided |
| 72 | Do not want to change!! |
| 77 | Concerned about the impact of CCG's and in general, privatisation in the NHS. Tried to make a non urgent advance booking to see a GP and no slots are available. Unfortunate that I'll now be competing with urgent cases who need to be seen on the day. Is the system working? |
| 80 | I am very happy with my GPs and all staff are nice. |
| 81 | The digital notice board is 3 months out of date. This does not inspire confidence in the overall management of the practice. I was going to comment even if no questionnaire. Pretty poor show and poor use of the facility. |
| 82 | Car park is well laid out but just isn't large enough. |
| 83 | As I am deaf its difficult to use the phone without help. Finding it very difficult to make appointments. Not sure the practice accepts emails which would be a great help. |
| 84 | The main problem is the appointment system particularly when phoning on the day at 8.00am. Its frustrating at the very least. Otherwise the service as a whole is extremely good and very pleasant doctors and nurses who display empathy and expertise. The reception service is efficient and helpful. There is often chaos parking. Being disabled with a wheelchair, the disabled bay is often full so I have difficulty getting into the wheelchair because of the closeness of the ordinary bays. |
| 85 | Confidentiality at the reception desk is a problem. The area is quite small and you can be heard by everyone waiting to check in. There was only one receptionist on duty which slowed 'booking in' down considerably but this wouldn’t have made any difference to the privacy problem. |
| 87 | Being able to book in advance especially for patients who rely on family to provide transport. |
| 88 | Should have 6 GPs. Nurse Practitioner is good, particularly as she is a woman but its not the same as a qualified GP. GP practices should be open 24/7 which would free up A&E for more serious cases. Years ago, doctors were available to come out to patients day or night. The service was brilliant and surely wouldnt cost any more than out of hours doctors being paid huge amounts to come from abroad. |
| 89 | The reception desk needs to be redesigned. Its not very approachable. You also need more than one receptionist as queuing out the door is not very good especially when its raining. |
| 92 | Very good practice. Very happy with it. |
| 95 | The notices for the '3 missed appointments and you're out' never seem to be updated with how many people are in the system at various stages which suggests it isnt being employed or has no teeth. The waiting room should have wipe clean seating. The current seating is badly stained and very unattractive. If appointments are cancelled, would it be possible to have a short list of patients who could be telephoned to fill in? Could it be optional to receive confirmatory texts for appointments - who is paying for this? |
| 97 | I do not like the new checking in and patient call systems. It does not indicate how many patients are in front and how long I will have to wait. I resent my name being screened in public. If I need people to know who I am I will tell them myself. Its called PRIVACY!  |
| 98 | Reception staff obstructive and uncompromising. Staff park at front and others at back? Only one disabled bay. One nurse very aggressive and obstructive. Why do we all have to phone at 8.00am? You do not and cannot answer everyone at that time. |
| 106 | First class practice. To be commended! |
| 109 | The practice is fine especially with online appointments and repeat prescriptions. The inclusion of a female for consultations is a great improvement. The problem with the NHS boils down to speed of diagnosis for anything non-routine. For example blood tests can take 7-10 days for the result. We have seem machines that will give you a result almost while you wait! Hopefully now that GPs have been given control of the NHS things will improve. Also, would it be possible to email the duty doctor to save time? |
| 111 | I feel that all surgeries have too many patients to care for so are finding it increasingly difficult to cope. |
| 115 | This questionnaire is a bit too long. |
| 116 | I've always found the surgery to be effective and a place I feel comfortable and relaxed when it has been needed by myself or my family. Excellent service by all members of staff. |
| 121 | Waiting time on phone appalling. Appreciated home visit. |
| 122 | New Checking In & Patient Call System - a)Patient confidentiality breached, everyone sees. b)The receptionist & GP may be the only people the patient sees, especially older people, and is in fact a social interaction. Too much technology makes the patient feel unimportant and excluded. c)Waiting room is 1950s style and not now recognised as good practice. Isolating layout and interaction excluded. d) Patients visiting GP need social interaction to alleviate tension. d) This may be very confusing to mental health patients especially if they are in relapse. |
| 123 | Surgery could do with a new décor throughout from the waiting room to consultant rooms. |
| 124 | From what I hear from patients at other practices, you come out top every time. |
| 125 | Been with the practice for many years and have always been more than satisfied with the help and care for myself and my family. Many thanks to you all. |
| 129 | Very good and understanding. A good practice. |
| 131 | I consider how lucky I am to have such an excellent surgery and would certainly recommend it to newcomers or those who might be considering a change. I've had nothing but courtesy and help over 40 years now. |
| 135 | Trying to get an appointment in the morning - on phone from 8.00am for about 15 minutes for a reply and once when I eventually got a reply, all the doctors were booked up and was told to phone the next day. |
| 137 | I usually see the nurse practitioner. It is easier to get an appointment and she is excellent at making one feel at ease. I think Lorraine is a great asset to the practice. |
| 139 | To have all rooms bigger for wheelchair user |
| 140 | Lovely surgery - always has been. New touch screen not confidential. Would prefer first name only. |
| 141 | No cover for bikes anymore. |
| 146 | 100% satisfied. |
| 147 | External Lighting is poor. Access from and onto Felixstowe Road can be difficult. The reception area and waiting room are very dated. I would suggest more open plan approach with a confidential area, automatic opening doors, better integration of front and back office areas, disability friendly reception desk and replacement of notices with a newsletter, information boards and touch screen information for personalised enquiries. I suggest an automated approach to registering that a patient has turned up. This reduces demands on receptionists. Why not use automated texting to remind people about appointments. |
| 148 | Waiting room is badly set out. Rows of chairs make access difficult and there is no allowance for wheelchairs and pushchairs. No confidentiality when talking at reception. The doors throughout the building are difficult to negotiate with a buggy or wheelchair. There are no books, toys or magazines to make waiting more interesting. |