**The High Street Practice**

**Patient Survey Report 2013/2014**

We compiled a survey considering the points mentioned by our patient group. At one of our meetings it was suggested offering more telephone triage due to difficulty with appointment availability at times suitable for patients. We decided that this would be an element we could focus on when compiling our questionnaire.

We decided to compile our own questionnaires and distribute it to patients via email and at the reception desk. In total we distributed 240 questionnaires, 150 via email and 90 through our reception whilst patients are waiting for their appointment.

We received a greater response from face to face questionnaires rather than email.

The findings from page 2 onwards are a breakdown of the answers to each question in percentage form.

Areas of interest:

Access to appointments – 44.44% of patients being able to see a doctor on the same day

People still choose to book appointments by phone or in person with 75% of patients doing this, despite advertising the patient access service in the surgery and on our website.

90% of patients surveyed thought our opening hours were suitable for them. 30.6% would like the option of a Saturday appointment.

We asked patients whether they would like access to a telephone consultation with a doctor;

* 43.7% said yes
* 45.7% said they did not mind

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| **Q1. Reception**  How helpful do you find the receptionists at your GP practice? | | | |
| *Answer* |  | *Count Percentage* | |
| Very helpful  Fairly helpful | 81 90% | |
| 9 10% | |
| Not very helpful  Not at all helpful | 0 0.0% | |
| 0 0.0% | |
| Don’t know  Did not answer | 0 | |
| 0 | | |
| Total 90 | | |  |

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| **Q2. Access**  How easy is it to get through to someone at your GP practice on the phone? | | |
| *Answer* | | *Count Percentage* |
| Very easy Fairly easy |  | 31 34.23% |
| 56 62.12% |
| Not very easy  Not at all easy | 2 2.23% |
| 0 |
| Don’t know Haven’t tried Did notanswer | | 1 1.11% |
| 1 1.11% |
| 0 |
| Total 90 | |  |

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| **Q3**  How easy is it to speak to your doctor or nurse on the phone at your GP practice? | |
| *Answer*  Very easy Fairly easy  Not very easy  Not at all easy Don’t know Haven’t tried  Did not answer | *Count Percentage* |
| 31 34.59% |
| 32 35.5% |
| 7 27% |
| 1 1.11% |
| 1 1.11% |
| 18 20% 21.188% |
|  |
| Total 90 |  |

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| **Q4**  If you need to see a GP urgently, can you normally get seen the same day? | |
| *Answer*  Yes  No  Don’t know / never needed to | *Count Percentage* |
| 40 44.44% |
| 26 28.89% |
| 24 26.67% |
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| Total 90 |  |

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| **Q5**  How easy is it to book ahead in your practice? | | |
| *Answer* | | *Count Percentage* |
| Very easy Fairly easy |  | 40 54.4% |
| 42 46.6% |
| Not very easy  Not at all easy | 2 2.2% |
| 1 |
| Don’t know Haven’t tried Did notanswer | | 111 1.1 11111 1.1 |
| 1 |
| 2 |
| Total 90 | |  |

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| **Q6**  How do you normally book your appointments at your practice? | |
| *Answe*  In person Byphone Online  Doesn’tapply  Did not answer | *Count Percentage* |
| 20 22.2% |
| 69 75.0% |
| 3 3.2% |
| 0 0.0% |
| 0 |
| Total 92 |  |

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| **Q7**  Which of the following methods would you prefer to use to book appointments at your practice? | |
| *Answe*  In person Byphone Online  Doesn’tapply  Did not answer | *Count Percentage* |
| 26 23.2% |
| 65 25.4% |
| 21 18.0% |
| 1 0.8% |
| 0 |
| Total 112 |  |

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| **Q8**  Would you like to have the option to have a telephone consultation with a doctor more often? | |
| *Answer*  Yes  No  Don’t mind | *Count Percentage* |
| 36 43.7% |
| 9 61.4% |
| 38 45.7% |
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| Total 83 |  |
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| **Q9**  How quickly do you usually get seen? | |
| *Answer*  Same day or next day  2-5 days  5 days or more  I don’t usually need to be seen quickly  Don’t know, never tried | *Count Percentage* |
| 13 15.2% |
| 39 45.8% |
| 23 19.5% |
| 2 2.3% |
| 8 9.4% |
|  |
| Total 85 |  |

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| **Q10**  How do you rate this | |
| *Answer*  Excellent  Very good Good  Fair  Poor  Very poor  Does not apply | *Count Percentage* |
| 15 16.6% |
| 28 32.9% |
| 23 23.5% |
| 14 16.4% |
| 5 5.58% |
| 1 1.18% |
| 6 |
|  |
| Total 85 |  |

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| **Q11**  How quickly do you usually get to see any doctor? | |
| *Answer*  Same day or next day  2-4 days  5 days or more  I don’t usually need to be seen quickly  Don’t know, never tried | *Count Percentage* |
| 22 25.2% |
| 45 51.72% |
| 39 16.0% |
| 5 5.0% |
| 1 5.7% |
|  |
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| Total 87 |  |

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| **Q12**  How do you rate this? | |
| *Answer*  Excellent  Very good  Good  Fair  Poor  Very poor  Does not apply | *Count Percentage* |
| 8 8.60% |
| 30 32.2% |
| 22 23.3% |
| 14 15.0% |
| 5 5.3% |
| 0 |
| 1 |
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| Total 93 |  |

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| **Q13**  How long did you wait for your consultation to start? | |
| *Answer*  Less than 5 minutes  5-10 minutes  11-20 minutes  21-30 minutes  More than 30 minutes  There was no set time for my consultation | *Count Percentage* |
| 14 17.9% |
| 29 37.1% |
| 27 34.6% |
| 3 3.8% |
| Total 78 |  |

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| **Q14**  How do you rate this? | |
| *Answer (score in brackets)*  Excellent  Very good Good  Fair  Poor  Very poor  Does not apply | *Count Percentage* |
| 13 17.8% |
| 20 27.4% |
| 17 23.2% |
| 20 27.4% |
| 0 0 |
| 2 2.74% |
| 1 |
|  |
| Total 73 |  |

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| **Q15 Choice**  Is your GP practice currently open at times that are convenient to you? | | |
| *Answer*  Yes……………………………….. Go to Q17  No  Did not answer  Total 78 | | *Count Percentage* |
| 70 90% |
| 8 10.26% |
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| **Q16**  Which of the following opening hours would make it easier for you to see or speak to someone? | | |
| *Answer*  Before 8am  At lunchtime After 6.30pm On aSaturday On a Sunday None of these | *Count Percentage* | |
| 10 16.3% | |
| 8 12.9% | |
| 16 25.8% | |
| 19 30.6% | |
| 9 14.5% | |
| 0 0 | |
|  | |
| Total 62 |  | |

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| **Q17 GP Care**  How good was the last GP you saw at giving you enough time? | | |
| *Answer* | | *Count Percentage* |
| Very good Good |  | 26 42.6% |
| 23 37.7% |
| Fair  Poor  Very poor | 11 18.03% |
| 1 1.6% |
| 0 0.0% |
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| Total 61 | |  |

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| **Q18**  How good was the last GP you saw at listening to you? | | |
| *Answer (score in brackets)* | | *Count Percentage* |
| Very good  Good |  | 37 51.39% |
| 25 34.72% |
| Fair  Poor  Very poor | 8 11.1% |
| 2 2.7% |
| 0 0.0% |
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| Total 72 | |  |

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| **Q19**  How good was the last GP you saw at explaining tests and treatments? | | |
| *Answer (score in brackets)* | | *Count Percentage* |
| Very good Good |  | 30 41.6% |
| 24 33.3% |
| Fair  Poor  Very poor | 12 16.6% |
| 0 0% |
| 0 0% |
| Does not apply | | 6 8.3% |
|  |
| Total 72 | |  |

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| **Q20**  How good was the last GP you saw at Involving you in decisions about your care? | | |
| *Answer* | | *Count Percentage* |
| Very good Good |  | 24 34.2% |
| 28 40.0% |
| Fair  Poor  Very poor | 9 12.5% |
| 3 4.2% |
| 0 0% |
| Does not apply | | 6 8.3% |
|  |
| Total 70 | |  |

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| **Q21**  How good was the last GP you saw at treating you with care and concern? | | |
| *Answer* | | *Count Percentage* |
| Very good Good |  | 41 55.4% |
| 24 32.4% |
| Fair  Poor  Very poor | 7 9.4% |
| 2 2.7% |
| 0 0.0% |
| Does not apply | | 0 |
|  |
| Total 74 | |  |

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| **Q22**  Did you have confidence and trust in the GP you saw or spoke to? | | |
| *Answer* | | *Count Percentage* |
| Yes, definitely  Yes, to some extent |  | 54 76.8% |
| 13 18.3% |
| No, not at all | 3 42.3% |
| Don’t know / can’t say | | 1 |
|  |
| Total 71 | |  |

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| **Q23 Nurse Care**  How good was the last Nurse you saw at giving you enough time? | | |
| *Answer* | | *Count Percentage* |
| Very good (100) Good (75) |  | 28 51.0% |
| 23 42.5% |
| Fair (50)  Poor (25) Very poor (0) | 2 3.70% |
| 1 1.85% |
| 0 0.0% |
| Does not apply | | 0 |
|  |
| Total 54 | |  |

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| **Q24**  How good was the last Nurse you saw at listening to you? | | |
| *Answer* | | *Count Percentage* |
| Very good Good |  | 29 53.7% |
| 22 40.7% |
| Fair  Poor  Very poor | 3 5.56% |
| 0 0.0% |
| 0 0.0% |
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| Total 54 | |  |

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| **Q25**  How good was the last Nurse you saw at explaining tests and treatments? | | |
| *Answer* | | *Count Percentage* |
| Very good Good |  | 52 54.9% |
| 33 33.3% |
| Fair  Poor  Very poor | 10 7.84% |
| 1 1.9% |
| 0 0.0% |
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| Total 51 | |  |

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| **Q26**  How good was the last Nurse you saw at Involving you in decisions about your care? | | |
| *Answer* | | *Count Percentage* |
| Very good  Good |  | 27 54.0% |
| 14 28% |
| Fair  Poor  Very poor | 5 10% |
| 0 2.1% |
| 0 1.0% |
| Does not apply | | 4 8% |
|  |
| Total 50 | |  |

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| **Q27**  How good was the last Nurse you saw at treating you with care and concern? | | |
| *Answer (score in brackets)* | | *Count Percentage* |
| Very good  Good |  | 32 60.3% |
| 19 35.8% |
| Fair  Poor  Very poor | 2 3.7% |
| 0 0.0% |
| 2 2.0% |
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| Total 53 | |  |

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| **Q28**  Did you have confidence and trust in the Nurse you saw or spoke to? | | |
| *Answer* | | *Count Percentage* |
| Yes, definitely  Yes, to some extent |  | 47 85.45% |
| 5 9.3% |
| No, not at all | 2 3.64% |
| Don’t know / can’t say | | 1 1.18 |
|  |
| Total 50 | |  |

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| **Q29**  **Are You?** | | |
| *Answer* | | *Count Percentage* |
| Male |  | 24 28.57% |
| Female | 60 71.4% |
| Total 84 | |  |

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| **Q30**  How old are you? | | |
| *Answer* | | *Count Percentage* |
| Under 16 |  | 1 1.20% |
| 16 to 44  45 to 64 | 40 48.19% |
| 28 33.3% |
| 65 to 75  Older | | 13 15.66% |
| 1 1.20% |
| Total 83 | |  |

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| **Q31**  What is your ethnic group? | | |
| *Answer* | | *Count Percentage* |
| White |  | 62 73.8% |
| Black or Black British  Asian or Asian British | 24 2.38% |
| 3 14.29% |
| Mixed  Chinese  Other Mixed ethnicity | | 5 5. |
| 1  2 |
| Total 84 | |  |

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| **Q32**  Do you have a longstanding health condition? | | |
| *Answer* | | *Count Percentage* |
| Yes  No  Don’t know /can’t say know/can’ |  | 34 41% |
| 44 53.6% |
| 4 4.88% |
|  | |  |
| Total 82 | |  |

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| **Q33**  Which of the following best describes your situation? | | |
| *Answer* | | *Count Percentage* |
| Employed  Unemployed |  | 41 48.8% |
| 11 13.1% |
| Full time education  Unable to work | 4 4.7% |
| 3 3.57% |
| Looking after family  Retired  Other | | 9 10.71 |
| 11 |
| Total 84 | |  |



Spare Page