

THE BURNHAM SURGERY - Patient Participation Group - Survey Results 2014 - Responses = 159													TOTALS	
Q1	Does our telephone system allow your call to be answered quickly ?	Yes		109								158		
		No		36										
		Don't Know		13										
Q2	Do you think our opening hours of 08.00-18.30 Monday to Friday and 09.00 to 11.30 on Saturday are suitable for your needs ?	Yes		139								159		
		No		20										
Q3	Do you have any problems with access into the Surgery ?	Yes		21								159		
		No		138										
		Don't Know		0										
Q4	There are disabled parking spaces adjacent to the Surgery are they sufficient for disabled patients ?	Yes		55								159		
		No		36										
		Don't Know		68										
Q5	Do you think the parking facilities in general are sufficient for the Surgery ?	Yes		43								158		
		No		107										
		Don't Know		8										
Q6	When you visited the surgery were you treated with respect and dignity ?	Yes		156								157		
		No		1										
		Don't Know		0										
Q7	We introduced a triage nurse service for patients who wish to speak urgently with a health professional and to triage home visit requests. Do you think this service is a benefit to patients ?	Yes		114								158		
		No		7										
		Don't Know		37										
Q8	Do you think the surgery has the right system in place when offering appointments ?	Yes		99								158		
		No		39										
		Don't Know		20										
Q9	In the past 6 months has there been an instance where the surgery could not offer you an appointment up to 7 days in advance ?	Yes		47								158		
		No		102										
		Don't Know		9										
Q10	In the past 6 months has there been an instance where the surgery could not offer you an appointment with the doctor of your choice ?	Yes		61								157		
		No		91										
		Don't Know		5										
Q11	If you could not book to see the doctor of your choice were you offered an alternative choice ?	Yes		107								149		
		No		13										
		Don't Know		29										
Q12	Please indicate your age:	Under 16 years	16-24	25-39	40-64	65-74	Over 75 years						148	
		2	8	26	50	40	22							
Q13	Please state gender:	Male		61								159		
		Female		98										
Q14	Please state your Ethnicity:	White British	White European	Black British	Black Caribbean	Black African	Asian British	Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other	151
		144	3	0	0	0	1	0	0	0	2	0	1	
Q15	Before you took this survey, did you know the practice had a Patient Group ?	Yes		53								150		
		No		97										
Q16	Do you think the Patient Participation Group (PPG) is a benefit to patients ? If you answered no could you please comment.	Yes		74								149		
		No		2										
		Don't Know		73										
Q17	Are there any topics or services you think the PPG should address ? If you answered yes please could you add a comment.	Yes		18								143		
		No		36										
		Don't Know		89										
Q18	Will you give your consent to use your email address to inform you of planned events and/or seek your views on any changes/developments to your primary care ?	Yes		40								133		
		No		93										

THE BURNHAM SURGERY - Patient Participation Group - Survey Results 2014 - Responses = 159

Q1	Does our telephone system allow your call to be answered quickly ?	Yes	68.55%
		No	22.64%
		Don't Know	8.18%
Q2	Do you think our opening hours of 08.00-18.30 Monday to Friday and 09.00 to 11.30 on Saturday are suitable for your needs ?	Yes	87.42%
		No	12.58%
Q3	Do you have any problems with access into the Surgery ?	Yes	13.21%
		No	86.79%
		Don't Know	
Q4	There are disabled parking spaces adjacent to the Surgery are they sufficient for disabled patients ?	Yes	34.59%
		No	22.64%
		Don't Know	42.77%
Q5	Do you think the parking facilities in general are sufficient for the Surgery ?	Yes	27.04%
		No	67.30%
		Don't Know	5.03%
Q6	When you visited the surgery were you treated with respect and dignity ?	Yes	98.11%
		No	0.63%
		Don't Know	0.00%
Q7	We introduced a triage nurse service for patients who wish to speak urgently with a health professional and to triage home visit requests. Do you think this service is a benefit to patients ?	Yes	71.70%
		No	4.40%
		Don't Know	23.27%
Q8	Do you think the surgery has the right system in place when offering appointments ?	Yes	62.26%
		No	24.53%
		Don't Know	12.58%
Q9	In the past 6 months has there been an instance where the surgery could not offer you an appointment up to 7 days in advance ?	Yes	29.56%
		No	64.15%
		Don't Know	5.66%
Q10	In the past 6 months has there been an instance where the surgery could not offer you an appointment with the doctor of your choice ?	Yes	38.36%
		No	57.23%
		Don't Know	3.14%
Q11	If you could not book to see the doctor of your choice were you offered an alternative choice ?	Yes	67.30%
		No	8.18%
		Don't Know	18.24%

Q12	Please indicate your age:	Under 16 years	16-24	25-39	40-64	65-74	Over 75 years
		1.26%	5.03%	16.35%	31.45%	25.16%	13.84%

Q13	Please state gender:	Male	38.36%
		Female	61.64%

Q14	Please state your Ethnicity:	White British	White European	Black British	Black Caribbean	Black African	Asian British	Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other
		90.57%	1.89%	0.00%	0.00%	0.00%	0.63%	0.00%	0.00%	0.00%	1.26%	0.00%	0.63%

Q15	Before you took this survey, did you know the practice had a Patient Group ?	Yes	33.33%
		No	61.01%
Q16	Do you think the Patient Participation Group (PPG) is a benefit to patients ? If you answered no could you please comment.	Yes	46.54%
		No	1.26%
		Don't Know	45.91%
Q17	Are there any topics or services you think the PPG should address ? If you answered yes please could you add a comment.	Yes	11.32%
		No	22.64%
		Don't Know	55.97%
Q18	Will you give your consent to use your email address to inform you of planned events and/or seek your views on any changes/developments to your primary care ?	Yes	25.16%
		No	58.49%

Results from Survey 2013 - Responses = 61

85%
91%
Not in last year's survey
Not in last year's survey
Not in last year's survey
100%
83%
77%
23%
23%
23%