

Survey section	Survey Question	Survey results - "What you said"

Making an appointment	What did you do on that occasion?	Went to appt offered - Got appt another day - Phone consultation - Went to A&E/WIC - Saw a pharmacist - Contacted surgery another day - I didn't see or speak to anyone -	Yes	Write to any patients using A&E incorrectly to minimise pressure on emergency care.	30.04.2012
	Overall how would you describe your experience of making an appointment?	1 - Poor - 2 - 3 - Ok - 4 - 5 -Excellent -	Yes	Actions listed above, but also feedback overall positive/negative findings to staff to help maintain high level/increase staff awareness.	30.04.2012
Waiting time	How long after your appointment time do you usually wait to be seen?	I don't normally have appt at particular time - Less than 5 mins - 5 - 15 mins - More than 15 mins - Can't remember -	Yes	Feedback findings to clinicians and discuss with them why appts may run late. Identify if there is an education point for patients around booking 1 appt per 1 complaint. Put up posters to inform patients of booking more than 1 appt if they have more than 1 complaint.	13.05.2012
Your last GP or Nurse appointment	Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?	AVERAGE RATINGS Giving you enough time - Listen to you - Explaining tests and treatments - Involving you with decisions about your care - Treating you care and concern -	No	Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness.	15.03.2012
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	AVERAGE RATINGS Giving you enough time - Listen to you - Explaining tests and treatments - Involving you with decisions about your care - Treating you care and concern -	No	Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness.	15.03.2012
Opening times	Is your GP surgery currently open at times convenient for you?	Yes - No - Don't know -	Yes	Patient indicate dissatisfaction with opening hours, review opening hours (see below).	Yes
	Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)	Before 8am - Lunch time - After 6.30pm - Saturdays - Sundays - None of these -	No	Additional opening hours indicated here taken as 'wish list' hours as 75% indicated in the previous question that the surgery is open at convenient times for them. however 40% would like to be open on Saturdays. Assess possibility of opening additional times - cost, practicality, etc. Open discussions with Locality Mgr and PCT.	tbc

Overall experience	Overall how would you rate your experience of your GP surgery?	1 - Poor - 2 - 3 - Ok - 4 - 5 -Excellent -	Yes	Actions listed above, but also feedback overall positive/negative findings to staff to help maintain high level/increase staff awareness.	On going
	Would you recommend your GP surgery to someone who has just moved to the local area?	1 - Definitely not - 2 - 3 Maybe - 4 - 5 - Definiteley -	Yes	Actions listed above, but also feedback overall positive/negative findings to staff to help maintain high level/increase staff awareness.	On going
Managing your health	Do you have a long standing health condition?	Yes - No - Don't know/can't say -	N/A	N/A	N/A
	If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?	Yes - Definitley - Yes, to some extent - No - Not needed - Don't know can't say - N/A -	Yes	Put up posters to promote the additional clinics that are already run. Put up a suggestion box for additional clinics that could be considered.	31.05.2012
	Would you be interested if clinics were available to help you manage your condition?	Yes - No - Don't know -	Yes	Put up posters to promote the additional clinics that are already run. Identify if surgery has any high prevalence of a condition that can an additional clinic can be considered to cater for. Alternatively (or in addition), identify and clearly sign post (using posters/leaflets/staff word of mouth) clinics available outside of the surgery to patients.	31.08.2012
OOH	Do you know how to contact an out-of-hours doctor?	Yes - No -	Yes	Promote access to OOH. Posters in waiting room and staff word of mouth. Consider adding details to telephone message?	30/06/2012
	How do you feel about how quickly you received care from the out-of-hours GP service?	About right - Took too long - Don' know/does'nt apply -	Yes	Send summary of patient feedback to OOH provider for their review/comments.	31/05/2012
	Overall how would you describe your experience of the out-of-hours service?	1 - Poor - 2 - 3 - ok - 4 - 5 - Excellent -	Yes	Send summary of patient feedback to OOH provider for their review/comments.	31/05/2012
Additional questions	Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)	Yes - No -	Yes	Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescription etc as well as looking to identify further methods for recruiting group members.	On going

About you	Are you male or female?	Female - Male -	N/A	N/A	N/A
	How old are you?	Under 18 - 18- 24 - 25-39 - 40-54 - 55-69 - 70+ -	N/A	N/A	N/A
	What is your ethnic group?	White British - Whit Irish - Gypsy or Irish Traveller - White other - White & Black Caribbean - White & Asian - White & Black African - White mixed other - Indian - Pakistani - Bangladeshi - Chinese - African - Caribbean - Arab - Other ethnic group -	N/A	N/A	N/A
	Are you the parent or guardian of any children living at home?	Yes - No -	N/A	N/A	N/A
	Are you a deaf person using sign language?	Yes - No -	N/A	N/A	N/A
	Which of these best describes you?	Never Smoked - Former smoker - Occ smoker - Regular smoker -	N/A	N/A	N/A
	Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old age?	No - 1 - 9 hrs a week - 10-19 hrs pw - 20 - 34 hrs pw 35 - 49 hrs pw - More than 50hrs pw -	N/A	N/A	N/A
	Which of these best describes your sexuality?	Hetrosexual/straight - Gay/Lesbian - Bisexual - I prefer not to say - Other -	N/A	N/A	N/A

	Which of these best describes your religion?	No Religion - Buddhist - Christian - Hindu - Jewish - Muslim - Sikh - Other - Prefer not to say -	N/A	N/A	N/A
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