

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	Contrast to last year's survey	Action required? Yes/No	Actions agreed	Deadline for agreed actions
Accessing your GP services	When did you last see or speak to a GP at your GP Surgery?	In the past two weeks - 38.1% Between 2 weeks & 3 Months - 41.4% 3 - 6 months -14.3% 6 - 12 months - 3.7% over 12 months -2% I have never seen a GP at my surgery - 0.4%	N/A	No	N/A	N/A
	How often do you see or speak to your preferred GP?	Always or almost always - 20.5% A lot of the time - 36.8% Some of the time - 35.5% Never or almost never - 4.5% Not tried at this GP surgery - 2.7%	Patients have seemed able to see or speak to their preferred GP a lot more as compared to last year. With over 56% of surveys answered saying they spoke always or a lot of their time to their preferred GP.	Yes	To Continue to keep asking Patients their preferred GP	31.03.2015
	When did you last see or speak to a nurse at your GP surgery?	In the past 3 months - 44.0% 3 - 6 months - 30.5% 6 - 12months -15.2% More than 12 months - 5.3% Never - 4.9%		No	N/A	N/A
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very Easy - 37.6% Fairly easy - 44.6% Not very easy - 16.1% Not at all easy - 0.8% Haven't tried - 0.8%	This was one of the most improved areas according to the patient surveys answered with over 80% of surveys answered stating that it was very or fairly easy	Yes	To keep monitoring phone statistics via Head Office and aiming to answer the phone within 5 rings	31.03.2015
	How helpful do you find the receptionists at your GP surgery?	Very Helpful - 67.8% Fairly Helpful - 28.5% Not very helpful - 3.7% Not at all helpful -0% Don't know - 0%		No	(Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness).	Next staff meeting 08.04.2014
	The last time you tried were you able to see or speak to someone within your desired timescale?	Yes - 78.9% No -14.3% Can't remember - 6.8%		No	N/A	N/A

Making an appointment	If you were unable to get an appointment or the appointment was inconvenient, why was that?	No appts on the day I wanted -60.3% No appts for the time I wanted -20.1% I couldn't see my preferred GP -8% I couldn't book ahead -4% Another Reason -7.5%	This question was very much the same ratio as last year	yes	Review and discuss appt system with clinicians to identify if a more effective model might improve this. Consider if offering more on-the-day appts as opposed to book-in-advance appts might help.	31.03.2014
	What did you do on that occasion?	Went to appt offered - 44.8% Got appt another day -36% Phone consultation -6.9% Went to A&E/WIC -4.9% Saw a pharmacist - 0.5% Contacted surgery another day - 5.4% I didn't see or speak to anyone - 1.5%	Although patients answered that there wasn't any appointments available on the day they wanted 44.8% of the patients went to the appointment they were offered with 36% being able to book for a different day	Yes	Write to any patients using A&E incorrectly to minimise pressure on emergency care., and make patients more aware of the 111 service, Minor ailments and walk in centres and promote booking on line more	31.03.2015
Waiting time	How long after your appointment time do you usually wait to be seen?	Always on time - 13.4% Less than 5 mins - 19.5% 5 - 15 mins -51.6% More than 15 mins - 14.2% Can't remember - 1.2%	There was an improvement in the waiting time as approx 85% of surveys answered stated they were seen in 15 minutes or under	Yes	Feedback findings to clinicians and discuss with them why appts may run late. To ensure patients are aware of 1 appointment 1 problem policy	31.03.2015
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 Listen to you -3.61 Explaining tests and treatments - 3.51 Involving you with decisions about your care - 3.5 Treating you with dignity and respect - 3.71		Yes/No	(Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness).	Next staff meeting 09.04.2014
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	AVERAGE RATINGS Listen to you -3.65 Explaining tests and treatments - 3.57 Involving you with decisions about your care - 3.53 Treating you with dignity and respect - 3.69		Yes/No	(Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness).	Next staff meeting 09.04.2014
	Is your GP surgery currently open at times convenient for you?	Yes -87.6% No - 12.4% Don't know -	Patients seemed a lot happier this year according to results with over 87% of patients that answered this question stating they were happy with the current opening times.	No		NA

Opening times	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 - 13.8% Lunch time -11.7% After 6.30pm - 43.9% Saturdays - 62.8% Sundays - 9.7%		No	Additional opening hours indicated here taken as 'wish list' hours as 87% indicated in the previous question that the surgery is open at convenient times for them. 62% requested Saturday and 43% requesting after 6:30	N/A
Managing your health	Do you have a long standing health condition?	Yes -39.5% No - 55% Don't know/can't say -5.5%		N/A	Send summary of patient feedback to OOH provider for their review/comments.	N/A
	Would you be interested if clinics were available to help you manage your condition?	Yes - 44.3% No -42.1% Don't know 13.6%	More Patients have shown an interest in specialist clinics being held this year	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, initiate them and advertise them accordingly clearly sign post (using posters/leaflets/staff word of mouth) clinics available outside of the surgery to patients.	31.03.2015
OOH	Do you know how to contact an out-of-hours doctor?	Yes - 69.7% No -30.3%	there was an increase in the number of patients that knew how to access Ooh.	Yes	Promote access to OOH. Posters in waiting room and staff word of mouth.	31.03.2015
	In the past 6 months have you tried to contact the out-of-hours GP service?	Yes- 23.3% No 76.7%		Yes	Send summary of patient feedback to OOH provider for their review/comments.	31.03.2015
	Overall how would you describe your experience of the out-of-hours service?	1 - Poor - 2.9% 2 - 6.4% 3 - ok - 45.7% 4 - 34.4% 5 - Excellent - 10.7%			Yes	Send summary of patient feedback to OOH provider for their review/comments.
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 - 10.4% No -89.6%	Although 22 patients out of 211 said they were interested in joining the PRG. We had no additional member join, which is slightly disappointing	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 , PRG invites are now included in new patient packs. More advertising in house is needed	On going
	Are you male or female?	Female - 64.2% Male - 35.8%		N/A	N/A	N/A

About you	How old are you?	Under 18 -1.7% 18- 24 - 6.9% 25-39 - 42.2% 40-54 - 29.7% 55-69 -12.1% 70+ - 7.3%		N/A	N/A	N/A
	What is your ethnic group?	White - 68.2% Mixed/Multiple ethnicities - 3.9% Asian/British Asian - 9% Black/African/Caribbean/British Black - 16.7% Other ethnic group - 2.1%		N/A	N/A	N/A
	Are you the parent or guardian of any children living at home?	Yes - 35.1% No -64.9%		N/A	N/A	N/A
	Are you a deaf person using sign language?	Yes - 1.1% No -98.9%		N/A	N/A	N/A
	Which of these best describes your religion?	No Religion -42% Buddhist -0.4% Christian -35.4% Hindu -4% Jewish -0% Muslim -5.8% Sikh -0% Other -4% Prefer not to say - 8.4%		N/A	N/A	N/A