

Upminster Bridge Surgery Patient Experience Survey 2012



1. When did you last see the Doctor at the Surgery?

		Response Percent	Response Count
In the past 3 months		77.9%	67
Between 3 and 6 months ago		11.6%	10
More than 6 months ago		10.5%	9
I have never seen my present GP		0.0%	0
	Other (please specify)		1
		answered question	86
		skipped question	0

2. How easy do you find access around the surgery building?

		Response Percent	Response Count
Very easy, never any problem		96.5%	83
Easy, but sometimes need help		3.5%	3
Sometimes difficult in certain areas of the building		0.0%	0
Difficult with help		0.0%	0
Impossible without help		0.0%	0
	Other (please specify)		1
		answered question	86
		skipped question	0

3. Making an appointment?

	Very easy	Easy	Fairly easy	Difficult	Very Difficult	Response Count	
How easy do you find making an appointment with the Doctor?	54.2% (45)	33.7% (28)	9.6% (8)	2.4% (2)	0.0% (0)	83	
How easy do you find making an appointment with the Nurse?	31.9% (23)	31.9% (23)	23.6% (17)	11.1% (8)	1.4% (1)	72	
How easy do you find getting an appointment that is convenient for you?	33.8% (25)	32.4% (24)	25.7% (19)	8.1% (6)	0.0% (0)	74	
Are able to book your appointment a few days in advance?	45.2% (33)	24.7% (18)	23.3% (17)	5.5% (4)	1.4% (1)	73	
					Other (please specify)	4	
						answered question	86
						skipped question	0

4. Getting through on the telephone?

	Everytime/ definatly	Most times/ maybe	Rarely/ definatly not	Never/ not sure	N/A	Rating Average	Response Count
How likely is that you can get through to the surgery on your first attempt?	12.0% (10)	63.9% (53)	22.9% (19)	1.2% (1)	0.0% (0)	2.13	83
How likely is it that would take you between 2-4 attempts before getting through?	19.5% (15)	42.9% (33)	32.5% (25)	5.2% (4)	0.0% (0)	2.23	77
If the practice could improve telephone access but this would mean using a 0845 number at a high cost would want this change?	7.8% (6)	2.6% (2)	28.6% (22)	57.1% (44)	3.9% (3)	3.41	77
						answered question	86
						skipped question	0

5. Your views of your GP

	Always	Most of the time	Some of the time	Never or hardly ever	would rather not say	Response Count
Does your GP take your opinions seriously?	88.2% (75)	8.2% (7)	2.4% (2)	0.0% (0)	1.2% (1)	85
Does your GP listen to you no matter how busy he is?	90.5% (76)	6.0% (5)	1.2% (1)	1.2% (1)	1.2% (1)	84
Does your GP treat you with courtesy and respect?	97.6% (82)	0.0% (0)	1.2% (1)	0.0% (0)	1.2% (1)	84
Does your GP treat you as you would wish when giving you a physical examination?	95.2% (79)	2.4% (2)	1.2% (1)	0.0% (0)	1.2% (1)	83
Does your GP discuss treatment options with you?	81.7% (67)	12.2% (10)	3.7% (3)	1.2% (1)	1.2% (1)	82
Does your GP involve you in choosing treatments available to you?	77.8% (63)	14.8% (12)	4.9% (4)	1.2% (1)	1.2% (1)	81
					Other (please specify)	3
					answered question	86
					skipped question	0

6. Your views of the Practice Nurses

	Always	Most of the time	Some of the time	Never or hardly ever	Would rather not comment	Response Count
Does the Nurse treat you with courtesy and respect?	81.4% (70)	11.6% (10)	1.2% (1)	0.0% (0)	5.8% (5)	86
When giving advise does the Nurse explain in way that is easy to understand?	81.9% (68)	9.6% (8)	2.4% (2)	0.0% (0)	6.0% (5)	83
Does the Nurse provide enough information about a procedure before carrying it out?	83.1% (69)	8.4% (7)	2.4% (2)	0.0% (0)	6.0% (5)	83
Does the Nurse discuss treatment options with you?	77.8% (63)	11.1% (9)	3.7% (3)	1.2% (1)	6.2% (5)	81
					Other (please specify)	10
					answered question	86
					skipped question	0

7. Your overall views of the Surgery

	Always	most of the time	Some of the time	Never or hardly ever	Would rather not comment	Response Count
Are you always able to get a seat in the waiting room?	90.6% (77)	9.4% (8)	0.0% (0)	0.0% (0)	0.0% (0)	85
Are you satisfied with the cleanliness of the surgery?	92.9% (78)	7.1% (6)	0.0% (0)	0.0% (0)	0.0% (0)	84
Are you satisfied with the facilities at the surgery?	88.1% (74)	10.7% (9)	1.2% (1)	0.0% (0)	0.0% (0)	84
Are the receptionists as helpful as you think they should be?	69.4% (59)	21.2% (18)	8.2% (7)	1.2% (1)	0.0% (0)	85
Do the receptionists treat you with respect and courtesy?	74.7% (62)	15.7% (13)	7.2% (6)	1.2% (1)	1.2% (1)	83
					Other (please specify)	6
					answered question	86
					skipped question	0

8. Parking near the surgery

	Always	Most of the time	Some of the time	Never or hardly ever	N/A I use public transport or walk	Response Count	
How likely is it that you can park in the parking area provided at the front of the surgery?	8.2% (7)	14.1% (12)	38.8% (33)	11.8% (10)	27.1% (23)	85	
How likely is it that you can park in the disc bays in the road surrounding the surgery?	12.5% (10)	16.3% (13)	27.5% (22)	17.5% (14)	26.3% (21)	80	
How likely is it that when you visit the surgery you are going to have trouble parking within a reasonable distance?	6.0% (5)	14.3% (12)	32.1% (27)	22.6% (19)	25.0% (21)	84	
					Other (please specify)	4	
						answered question	86
						skipped question	0


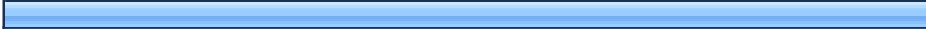

9. Complaints

	No	Yes	I made a complaint	Response Count
Have you made a complaint in the past 12 months about the practice?	100.0% (85)	0.0% (0)	0.0% (0)	85
Have you considered making a complaint about the GP in the past 12 months?	100.0% (83)	0.0% (0)	0.0% (0)	83
Have you considered making a complaint about the Nurse in the past 12 months?	98.8% (82)	1.2% (1)	0.0% (0)	83
Have you considered making a complaint about the Reception staff in the past 12 months?	96.4% (81)	3.6% (3)	0.0% (0)	84
Have you considered making a complaint about any aspect of the practice premises in the past 12 months?	97.6% (82)	1.2% (1)	1.2% (1)	84
			Other (please specify)	3
			answered question	86
			skipped question	0




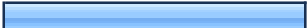


10. If you have any other comment please enter here

	Response Count
	16
answered question	16
skipped question	70






11. Thank you very much for completing this survey, your help is much apprehenated. Finally could you completed the following to help ensure we are representing the practice population. Gender

		Response Percent	Response Count
Male		26.7%	23
Female		72.1%	62
Decline to answer		1.2%	1
	answered question		86
	skipped question		0

12. Which category below includes your age?

		Response Percent	Response Count
Under 16		0.0%	0
17-24		2.4%	2
25-34		11.8%	10
35-44		18.8%	16
45-54		23.5%	20
55-64		20.0%	17
65-84		23.5%	20
over 85		0.0%	0
Decline to answer		0.0%	0
	Other (please specify)		0
		answered question	85
		skipped question	1

13. Please select the category that best describes your ethnicity

		Response Percent	Response Count
White British		90.7%	78
Irish		1.2%	1
White/Black Caribbean		0.0%	0
White/Black African		0.0%	0
White/Asian		0.0%	0
Indian		1.2%	1
Pakistani		0.0%	0
bangladeshi		0.0%	0
Caribbean		0.0%	0
African		0.0%	0
Chinese		0.0%	0
Any Other Group		3.5%	3
Decline to answer		3.5%	3
answered question			86
skipped question			0

Q1. When did you last see the Doctor at the Surgery?

1	14 months, december 2010	Mar 4, 2012 7:48 AM
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Q2. How easy do you find access around the surgery building?

1	Getting on and off the couch	Feb 25, 2012 11:15 AM
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Q3. Making an appointment?

1	Usually ok getting an appointment but difficult when there are a lot of viruses around as you have to ring on the day	Feb 28, 2012 5:02 AM
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2	appointments with doctor not a problem, appointments with nurse are a complete nightmare	Feb 28, 2012 3:58 AM
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3	never needed to	Feb 27, 2012 3:28 PM
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4	this section needs attention--cant click on same more than once	Feb 26, 2012 1:26 AM
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Q5. Your views of your GP

1	Never had physical examination by the GP so can't answer that question	Feb 29, 2012 12:52 PM
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2	Dr O'Moore is a very objective and knowledgable practitioner	Feb 28, 2012 5:02 AM
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3	i have no complaints at all with our doctor	Feb 28, 2012 3:58 AM
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Q6. Your views of the Practice Nurses

1	I've never seen a practice nurse	Mar 8, 2012 6:22 AM
2	i am lucky ionly have my flu jab all ok	Mar 4, 2012 7:59 AM
3	Had no dealings with nurse	Mar 3, 2012 7:20 AM
4	never had to see the nurse	Mar 1, 2012 5:37 AM
5	never have spoken to the nurse	Feb 28, 2012 12:06 PM
6	Only ever seen the nurse once, when I became a patient	Feb 28, 2012 10:31 AM
7	Nurse always seems very busy	Feb 28, 2012 5:02 AM
8	no complaints with the nurse, just complaints about getting an appointment with her especially if needed after 5 oclock	Feb 28, 2012 3:58 AM
9	only see nurse for flue injection	Feb 26, 2012 1:21 AM
10	depends on the nurse	Feb 25, 2012 11:58 AM

Q7. Your overall views of the Surgery

1	Stella has particularly been extremely helpful and pleasant to deal with . Thank You.	Mar 2, 2012 2:52 PM
2	Receptionists are fantastic - very emphatic and always on top of things no matter how busy they are	Feb 28, 2012 5:02 AM
3	two of the recptioists are absolute diamonds	Feb 28, 2012 3:58 AM
4	The receptionists go above and beyond the call of duty to assist you in getting an appointment, talking to the Doctor or just general help. They are brilliant!	Feb 27, 2012 9:01 AM
5	The receptionists have previously given me false information and I sometimes feel as though they are bullies.	Feb 26, 2012 10:52 AM
6	2 of 3 receptionists are fine but 1 is unhelpful	Feb 25, 2012 11:58 AM

Q8. Parking near the surgery

1	a parking disc cost me £36.80 this year	Mar 4, 2012 7:59 AM
2	Parking restrictions around the corner can be a problem	Mar 4, 2012 7:41 AM
3	I usually park in The walk	Mar 1, 2012 5:37 AM
4	Disc bays are only applicable if you have a disc costing £30ish!	Feb 27, 2012 9:01 AM

Q9. Complaints

1	have only considered complaining about making appointment for the nurse	Feb 28, 2012 3:58 AM
2	What's the point!	Feb 26, 2012 10:52 AM

Q9. Complaints

3 Parking in front of the ramp

Feb 25, 2012 11:15 AM

Q10. If you have any other comment please enter here

1	Overall I'm very happy with all aspects of the surgery that I have encountered to date. Keep up the good work and Thankyou.	Mar 8, 2012 6:22 AM
2	Very pleased with GP, nurse and receptionists. All very helpful and friendly.	Mar 5, 2012 12:18 PM
3	I feel that Kay is a much more welcoming and friendly nurse in comparison	Mar 4, 2012 7:55 AM
4	i was not dianosed with heart failure when i saw the nurse although i had obvious signs then collapsed and finished up as an emergency taken to hospital by ambulance within hours of seeing her	Mar 4, 2012 7:48 AM
5	Find Dr O'moore to be a very easy doctor to talk to, and he always makes me feel at ease.	Mar 4, 2012 7:47 AM
6	Wonderful surgery, Doctor and Staff	Mar 4, 2012 7:44 AM
7	Always find the surgery very helpful, organising an appointment to see the nurse or Doctor never a stressful occasion.	Mar 4, 2012 7:32 AM
8	As a family we are completely satisfied with the service our G.P Practise provides. We cannot praise the staff enough.	Mar 2, 2012 2:37 PM
9	I am always so appreciative of getting an immediate appointment every time I call to see the doctor for my daughter who can be regularly quite unwell.	Feb 29, 2012 10:45 AM
10	Overall I think the practice is well run, efficient, clean and discreet - the best practice I have ever used.	Feb 28, 2012 5:02 AM
11	i feel that my family and i have a very good docter and have no complaints with the general service. there will always be someone who complains but if you speak to others who are at different practice they would realise how very lucky we are to be with dr omoore.	Feb 28, 2012 3:58 AM
12	Very nice doctor always pleasant nice receptionist especially jackie and Stella	Feb 27, 2012 9:25 AM
13	Upminster Bridge Surgery Team are excellent, they really do provide a first class service to their patients...my family could not ask for any better. They are friendly and helpful always, truly going beyond the normal boundaries, We recently needed our son's passport docs signed asap, Mrs O'Moore and the Receptionists assisted us and the passport was received within 48 hours! If they would do this for a passport i feel so happy that they are looking after our healthcare issues as well.	Feb 27, 2012 9:01 AM
14	This survey has numerous spelling / grammatical errors and Q3 does not allow you to choose a satisfaction rating (such as fairly easy, difficult) more than once. Which means I'm unable to give my true feelings.	Feb 26, 2012 10:52 AM
15	Excellent Surgery, Excellent Work	Feb 25, 2012 12:48 PM

Q10. If you have any other comment please enter here

16 sect 3 will not let you tick all boxes if 2 are the same rating

Feb 25, 2012 11:58 AM