

Kingsmead Patient Satisfaction Survey 2017-18

1.3.18 to 10.3.2018

Tabulated Outcomes – 57 patients

Accessing your GP Services and making an appointment		
Satisfaction with opening hours	Satisfaction with opening hours - total responses	57
	Very satisfied	37
	Fairly satisfied	15
	Neither satisfied nor dissatisfied	4
	Fairly dissatisfied	0
	Very dissatisfied	1
	Not sure when GP surgery is open	0
	% Very satisfied	64.9%
	% Fairly satisfied	26.3%
	% Neither satisfied nor dissatisfied	7.0%
	% Fairly dissatisfied	0.0%
	% Very dissatisfied	1.8%
	% Not sure when GP surgery is open	0.0%
Ease of getting through to someone at GP surgery on the phone	Ease of getting through to someone at GP surgery on the phone - total responses	56
	Very easy	29
	Fairly easy	25
	Not very easy	1
	Not at all easy	0
	Haven't tried	1
	% Very easy	51.8%
	% Fairly easy	44.6%
	% Not very easy	1.8%
	% Not at all easy	0.0%
	% Haven't tried	1.8%
When did you want to see or speak to the GP/Nurse	When did you <u>want</u> to see or speak to them - total responses	57
	On the same day	42
	On the next working day	4
	A few days later	4
	A week or more later	2
	I didn't have a specific day in mind	2
	Can't remember	3
	% On the same day	73.7%
	% On the next working day	7.0%
	% A few days later	7.0%
	% A week or more later	3.5%
	% Didn't have a specific day in mind	3.5%
	% Can't remember	5.3%
Able to speak to someone	Able to get an appointment to see or speak to someone - total responses	57
	Yes	47
	Yes, but I had to call back closer to or on the day I wanted the appointment	9
	No	0

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	Can't remember	1
	% Yes	82.5%
	% Yes, but had to call back closer to or on the day they wanted the appointment	15.8%
	% No	0.0%
	% Can't remember	1.8%
Overall experience of making an appointment	Overall experience of <u>making</u> an appointment - total responses	41
	Very good	38
	Fairly good	0
	Neither good nor poor	3
	Fairly poor	0
	Very poor	0
	% Very good	92.7%
	% Fairly good	0.0%
	% Neither good nor poor	7.3%
	% Fairly poor	0.0%
	% Very poor	0.0%

Managing your health		
Long-standing health condition	Long-standing health condition - total responses	57
	Yes	20
	No	33
	Don't know / can't say	4
	% Yes	35.09%
	% No	57.89%
	% Don't know / can't say	7.02%
Feeling supported	Feeling supported - total responses	28
	Yes, definitely	18
	Yes, to some extent	5
	No	0
	I haven't needed such support	4
	Don't know / can't say	1
	% Yes, definitely	64.29%
	% Yes, to some extent	17.86%
	% No	0.00%
	% I haven't needed such support	14.29%
% Don't know / can't say	3.57%	
Confidence in managing own health	Confidence in managing own health - total responses	57
	Very confident	43
	Fairly confident	14
	Not very confident	0
	Not at all confident	0
	% Very confident	75.4%

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	% Fairly confident	24.6%
	% Not very confident	0.0%
	% Not at all confident	0.0%

Quality of consultation		
Rating of GP/Nurse giving you enough time	Rating of GP/Nurse giving you enough time - total responses	57
	Very good	32
	Good	24
	Neither good nor poor	0
	Poor	0
	Very poor	1
	Doesn't apply	0
	% Very good	56.1%
	% Good	42.1%
	% Neither good nor poor	0.0%
	% Poor	0.0%
	% Very poor	1.8%
	% Doesn't apply	0.0%
	Rating of GP/Nurse listening to you	Rating of GP/Nurse listening to you - total responses
Very good		33
Good		21
Neither good nor poor		2
Poor		0
Very poor		1
Doesn't apply		0
% Very good		57.9%
% Good		36.8%
% Neither good nor poor		3.5%
% Poor		0.0%
% Very poor		1.8%
% Doesn't apply		0.0%
Rating of GP/Nurse explaining tests and treatments		Rating of GP/Nurse explaining tests and treatments - total responses
	Very good	34
	Good	19
	Neither good nor poor	3
	Poor	0
	Very poor	0
	Doesn't apply	1
	% Very good	59.6%
	% Good	33.3%
	% Neither good nor poor	5.3%

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	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	1.8%
Rating of GP/Nurse involving you	Rating of GP/Nurse involving you - total responses	57
	Very good	26
	Good	26
	Neither good nor poor	2
	Poor	0
	Very poor	0
	Doesn't apply	3
	% Very good	45.6%
	% Good	45.6%
	% Neither good nor poor	3.5%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	5.3%
Rating of GP/Nurse treating you with care and concern	Rating of GP/Nurse treating you with care and concern - total responses	57
	Very good	34
	Good	19
	Neither good nor poor	4
	Poor	0
	Very poor	0
	Doesn't apply	0
	% Very good	59.6%
	% Good	33.3%
	% Neither good nor poor	7.0%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	0.0%
Confidence and trust in GP / Nurse	Confidence and trust in GP - total responses	57
	Yes, definitely	46
	Yes, to some extent	11
	No, not at all	0
	Don't know / can't say	0
	% Yes, definitely	80.7%
	% Yes, to some extent	19.3%
	% No, not at all	0.0%
	% Don't know / can't say	0.0%

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Overall experience		
Overall experience of GP surgery	Overall experience of GP surgery - total responses	42
	Very good	41
	Fairly good	0
	Neither good nor poor	1
	Fairly poor	0
	Very poor	0
	% Very good	97.6%
	% Fairly good	0.0%
	% Neither good nor poor	2.4%
	% Fairly poor	0.0%
	% Very poor	0.0%
Recommending GP surgery to someone who has just moved to local area	Recommending GP surgery to someone who has just moved to local area - total responses	57
	Yes, would definitely recommend	45
	Yes, would probably recommend	9
	Not sure	1
	No, would probably not recommend	0
	No, would definitely not recommend	1
	Don't know	1
	% Yes, would definitely recommend	78.9%
	% Yes, would probably recommend	15.8%
	% Not sure	1.8%
	% No, would probably not recommend	0.0%
	% No, would definitely not recommend	1.8%
	% Don't know	1.8%