

Kingsmead Healthcare Patient Satisfaction Survey Results 2018-19

Accessing your GP Services and making an appointment		
Satisfaction with opening hours	Satisfaction with opening hours - total responses	55
	Very satisfied	36
	Fairly satisfied	14
	Neither satisfied nor dissatisfied	2
	Fairly dissatisfied	0
	Very dissatisfied	3
	Not sure when GP surgery is open	0
	% Very satisfied	65.5%
	% Fairly satisfied	25.5%
	% Neither satisfied nor dissatisfied	3.6%
	% Fairly dissatisfied	0.0%
	% Very dissatisfied	5.5%
	% 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	52
	Very easy	24
	Fairly easy	27
	Not very easy	1
	Not at all easy	0
	Haven't tried	0
	% Very easy	46.2%
	% Fairly easy	51.9%
	% Not very easy	1.9%
	% Not at all easy	0.0%
	% Haven't tried	0.0%
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	56
	On the same day	44
	On the next working day	7
	A few days later	1
	A week or more later	1
	I didn't have a specific day in mind	2
	Can't remember	1
	% On the same day	78.6%
	% On the next working day	12.5%
	% A few days later	1.8%
	% A week or more later	1.8%
	% Didn't have a specific day in mind	3.6%
	% Can't remember	1.8%

Able to get an appointment to see or speak to someone	Able to get an appointment to see or speak to someone - total responses
	Yes
	Yes, but I had to call back closer to or on the day I wanted the appointment
	No
	Can't remember
	% Yes
	% Yes, but had to call back closer to or on the day they wanted the appointment
	% No
	% Can't remember
Overall experience of making an appointment	Overall experience of <u>making</u> an appointment - total responses
	Very good
	Fairly good
	Neither good nor poor
	Fairly poor
	Very poor
	% Very good
	% Fairly good
	% Neither good nor poor
	% Fairly poor
	% Very poor

Managing your health		
Long-standing health condition	Longstanding health condition - total responses	53
	Yes	29
	No	22
	Don't know / can't say	2
	% Yes	54.72%
	% No	41.51%
	% Don't know / can't say	3.77%
Feeling supported	Feeling supported - total responses	37
	Yes, definitely	22
	Yes, to some extent	7
	No	0
	I haven't needed such support	3
	Don't know / can't say	5
	% Yes, definitely	59.46%
	% Yes, to some extent	18.92%
	% No	0.00%
	% I haven't needed such support	8.11%
	% Don't know / can't say	13.51%
Confidence in managing own health	Confidence in managing own health - total responses	46
	Very confident	24
	Fairly confident	21
	Not very confident	1
	Not at all confident	0
	% Very confident	52.2%
	% Fairly confident	45.7%
	% Not very confident	2.2%
% 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	61
	Very good	38
	Good	20
	Neither good nor poor	2
	Poor	0
	Very poor	1
	Doesn't apply	0
	% Very good	62.3%
	% Good	32.8%
	% Neither good nor poor	3.3%
	% Poor	0.0%
	% Very poor	1.6%
	% Doesn't apply	0.0%
Rating of GP/Nurse listening to you	Rating of GP/Nurse listening to you - total responses	61
	Very good	42
	Good	17
	Neither good nor poor	1
	Poor	0
	Very poor	1
	Doesn't apply	0
	% Very good	68.9%
	% Good	27.9%
	% Neither good nor poor	1.6%
	% Poor	0.0%
	% Very poor	1.6%
	% Doesn't apply	0.0%
Rating of GP/Nurse explaining tests and treatments	Rating of GP/Nurse explaining tests and treatments - total responses	61
	Very good	34
	Good	23
	Neither good nor poor	1
	Poor	0
	Very poor	0
	Doesn't apply	3
	% Very good	55.7%
	% Good	37.7%
	% Neither good nor poor	1.6%
	% Poor	0.0%
	% Very poor	0.0%
	% Doesn't apply	4.9%

Rating of GP/Nurse involving you	Rating of GP/Nurse involving you - total responses	60
	Very good	34
	Good	19
	Neither good nor poor	5
	Poor	1
	Very poor	0
	Doesn't apply	1
	% Very good	56.7%
	% Good	31.7%
	% Neither good nor poor	8.3%
	% Poor	1.7%
	% Very poor	0.0%
	% Doesn't apply	1.7%
Rating of GP/Nurse treating you with care and concern	Rating of GP/Nurse treating you with care and concern - total responses	60
	Very good	38
	Good	18
	Neither good nor poor	2
	Poor	1
	Very poor	0
	Doesn't apply	1
	% Very good	63.3%
	% Good	30.0%
	% Neither good nor poor	3.3%
	% Poor	1.7%
	% Very poor	0.0%
	% Doesn't apply	1.7%
Confidence and trust in GP / Nurse	Confidence and trust in GP - total responses	60
	Yes, definitely	46
	Yes, to some extent	10
	No, not at all	1
	Don't know / can't say	3
	% Yes, definitely	76.7%
	% Yes, to some extent	16.7%
	% No, not at all	1.7%
	% Don't know / can't say	5.0%

Overall experience		
Overall experience of GP surgery	Overall experience of GP surgery - total responses	45
	Very good	45
	Fairly good	0
	Neither good nor poor	0
	Fairly poor	0
	Very poor	0
	% Very good	100.0%
	% Fairly good	0.0%
	% Neither good nor poor	0.0%
	% 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	55
	Yes, would definitely recommend	43
	Yes, would probably recommend	10
	Not sure	1
	No, would probably not recommend	0
	No, would definitely not recommend	1
	Don't know	0
	% Yes, would definitely recommend	78.2%
	% Yes, would probably recommend	18.2%
	% Not sure	1.8%
	% No, would probably not recommend	0.0%
	% No, would definitely not recommend	1.8%
% Don't know	0.0%	