

Lyme Valley Patient Participation Group - Questionnaire

March 2014

Total Number of Surveys completed/completed in part = 196

| | Lyme Valley 2014 | Lyme Valley 2013 | National Survey 2013 |
|---|------------------|------------------|----------------------|
| How easy have you found it to make an appointment? | 55.6% | 57% | 79% |
| How easy is it to get an appointment that suits you? | 51.6% | 54% | |
| How would you rate reception by phone and/or in person? | 75.4% | 81% | 91% |
| How would you rate the phone system? | 51.5% | | |
| How would you rate the overall experience of making an appointment? | 49.5% | 81% | 80% |
| Would you recommend this GP surgery to someone else? | 84% | 68% | 81% |

| <u>How do you rate the quality of care given by the doctor?</u> | Lyme Valley 2014 | Lyme Valley 2013 | National Survey 2013 |
|--|------------------|------------------|----------------------|
| How do you rate the amount of time spent with the doctor.? | 81.8% | | 88% |
| How well did they listen to you? | 84.3% | 84% | 89% |
| How well did they explain the tests and treatments? | 84.6% | 78% | 85% |
| How well did they involve you in decisions about your care? | 84.5% | 78% | 77% |
| How well did you feel you were treated eg with care and concern? | 88.2% | | 85% |
| How much confidence and trust did you have in the doctor? | 82.4% | | 94% |
| How satisfied are you with the overall quality of care? | 84% | 79% | 89% |

| <u>How do you rate the quality of care given by the nurse?</u> | Lyme Valley 2014 | | National Survey 2013 |
|---|------------------|--|----------------------|
| How do you rate the amount of time spent with the nurse? | 91.9% | | 85% |
| How well did they listen to you? | 95.5% | | 83% |
| How well did they explain the tests and treatments? | 92.2% | | 81% |
| How well did they involve you in decisions about your care? | 92.7% | | 71% |
| How well did you feel you were treated eg with care and concern? | 91.5% | | 82% |
| How much confidence and trust did you have in the nurse? | 92.8% | | 90% |
| How satisfied are you with the overall quality of care? | 93.6% | | 89% |

| <u>If you have a long-standing health condition please complete the following</u> | Yes fully | Yes, to some extent | No | Not required |
|---|-----------|---------------------|-------|--------------|
| Have you had enough support from this surgery to help you manage your long term health condition? | 48.8% | 28% | 6.4% | 16.8% |
| Have you had enough support from other local services to help you manage your long term health condition? | 33.3% | 23.9% | 14.5% | 28.2% |