

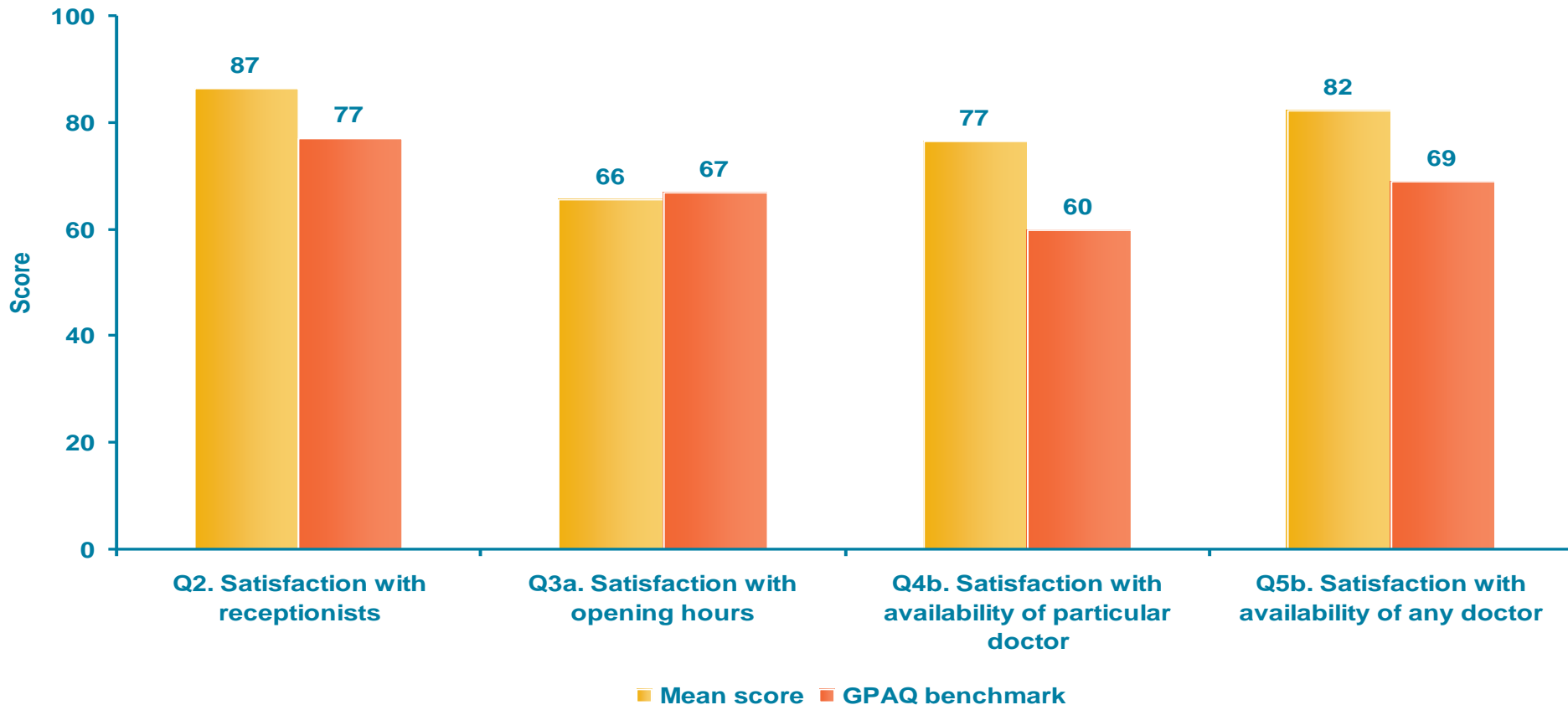
Patient Voices Programme Survey Results for:

Wolston Surgery, School Street

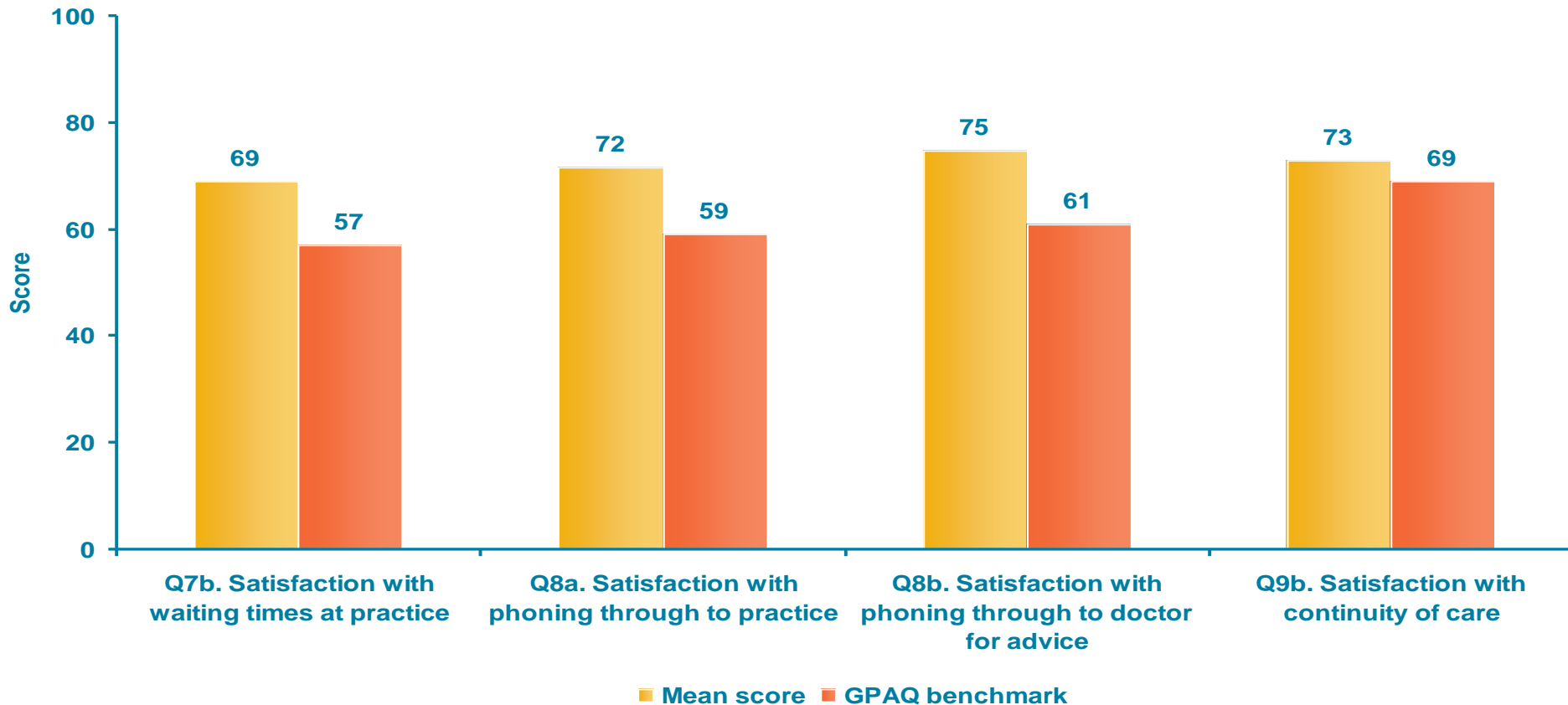
Introduction

- **The following slides show the results of the Patient Voices Programme audit that your practice has recently completed**
- **The results shown are the mean figures**
- **To view the frequency breakdown of the results, please see the written report provided with this slide set**

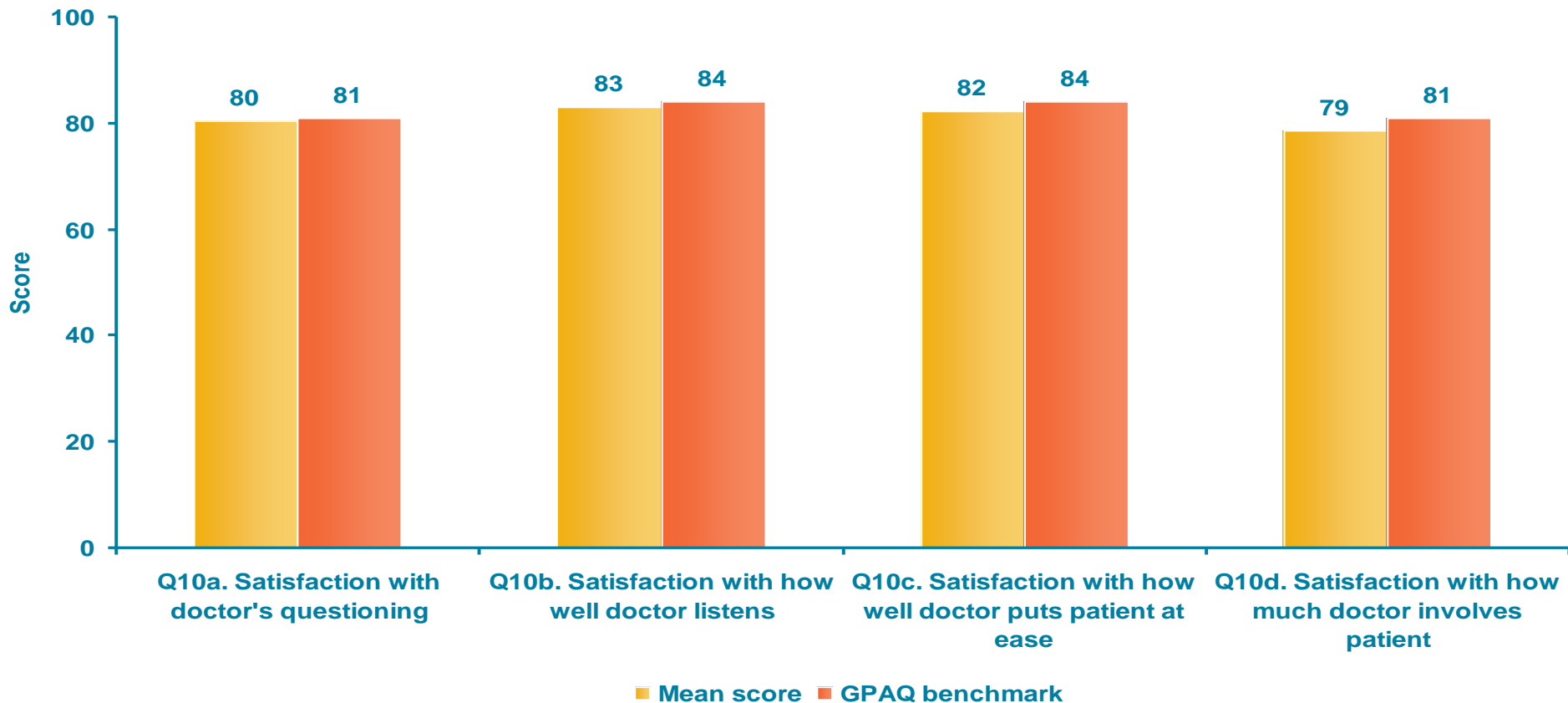
Evaluation of questions 2–5b compared with the GPAQ benchmarks



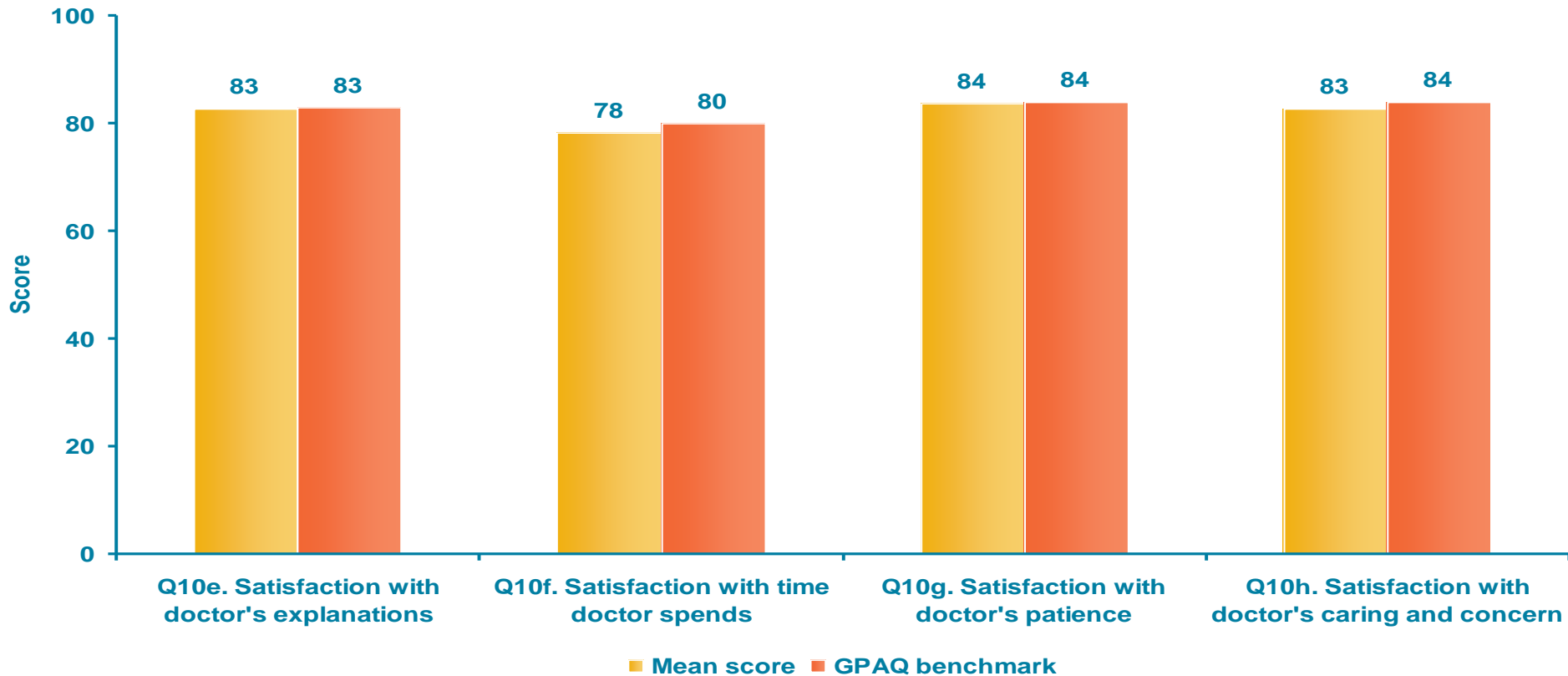
Evaluation of questions 7b–9b compared with the GPAQ benchmarks



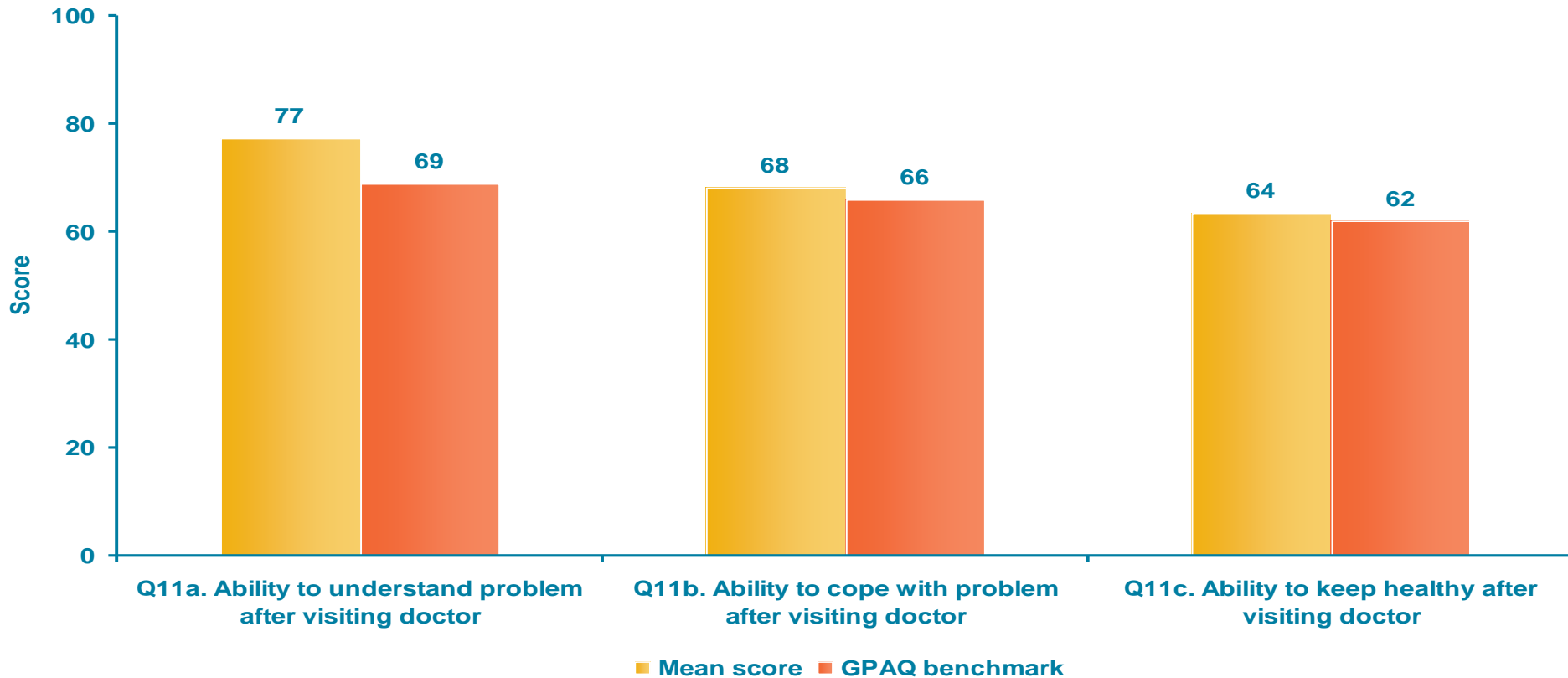
Evaluation of questions 10a–10d compared with the GPAQ benchmarks



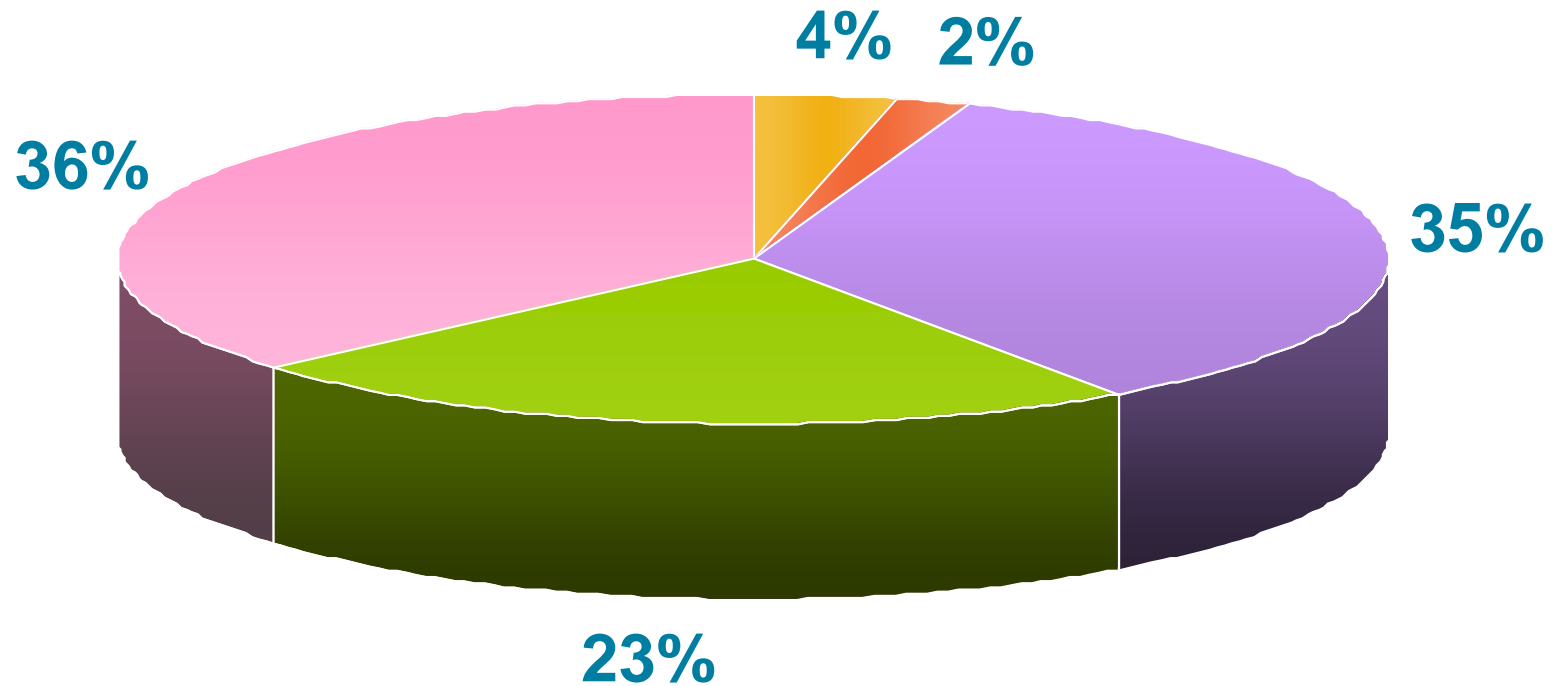
Evaluation of questions 10e–10h compared with the GPAQ benchmarks



Evaluation of questions 11a–11c compared with the GPAQ benchmarks

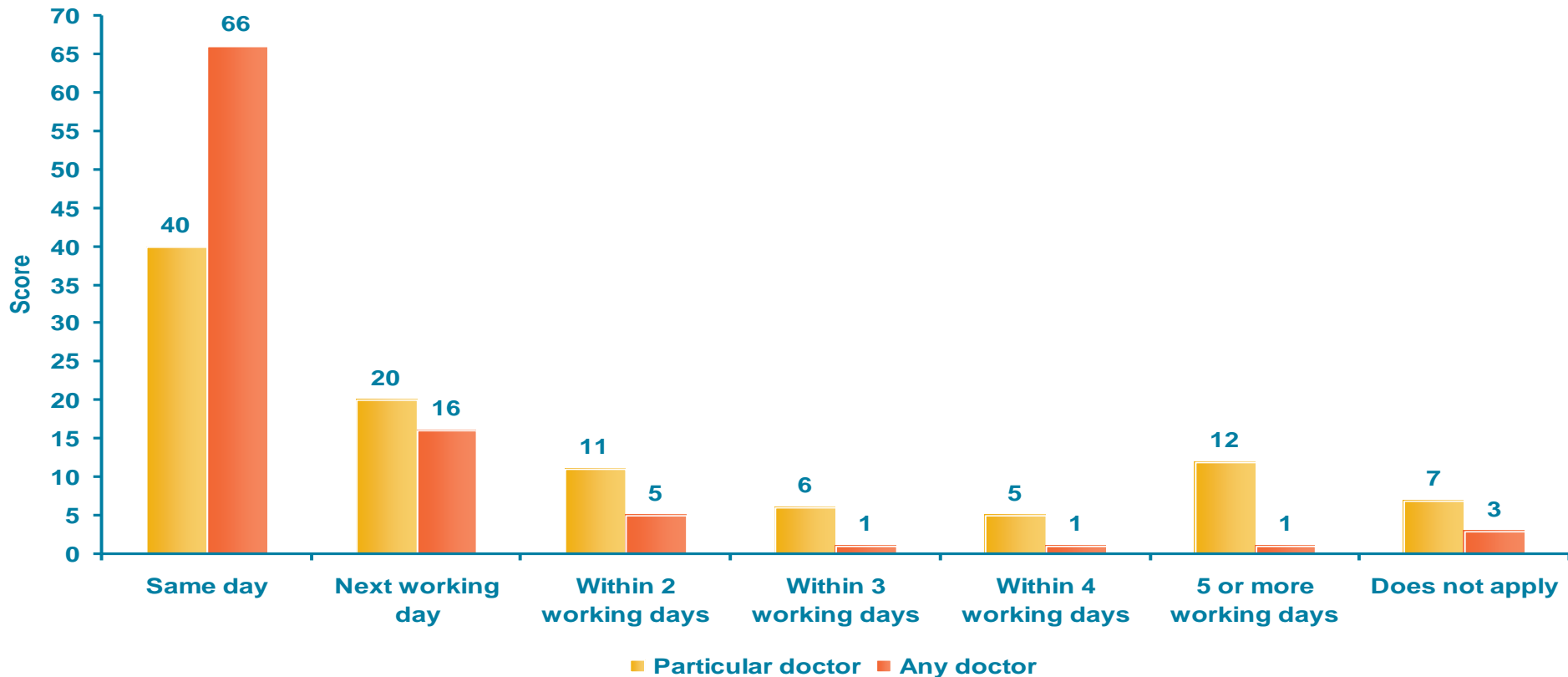


Q3b: What additional hours would you like the practice to be open?



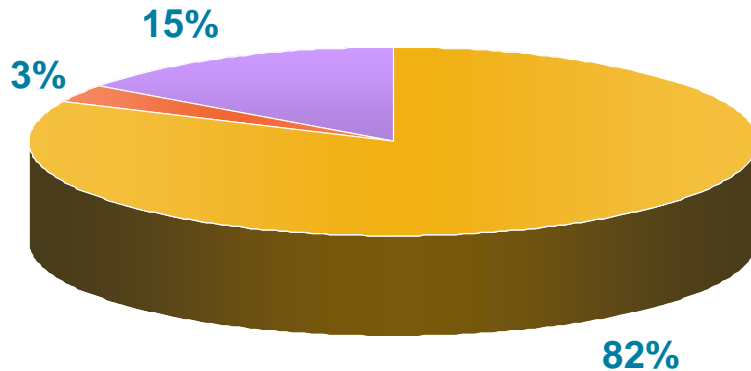
■ Mornings ■ Lunchtime ■ Evenings ■ Weekends ■ None

Q4a and 5a: How quickly can you see a doctor?



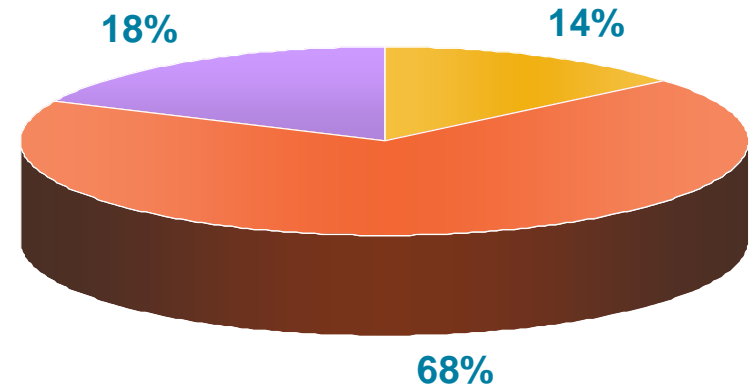
Q6 and 7a: Can you see a GP on the same day if it is urgent? How long do you usually have to wait at the practice?

Same day urgent availability of doctor



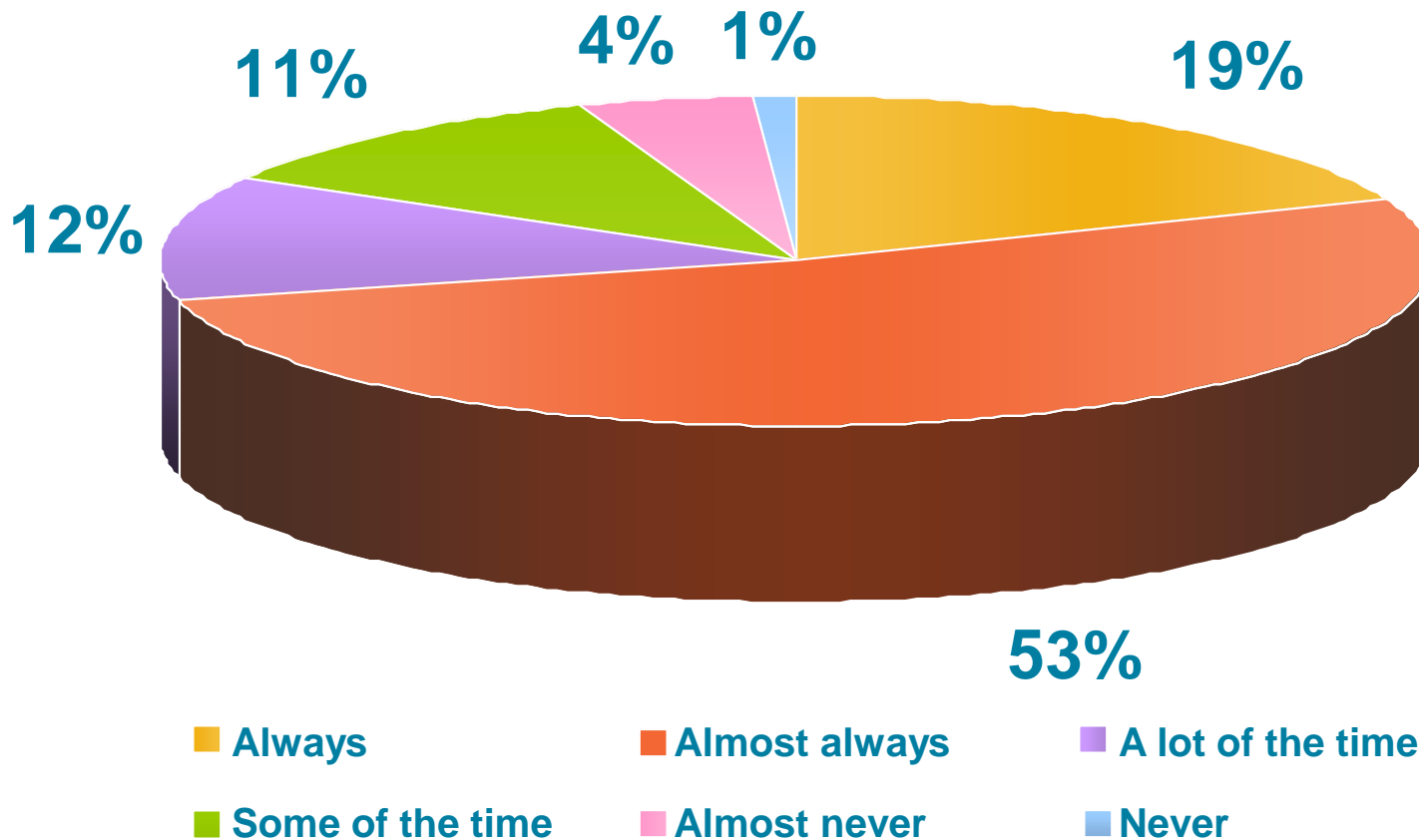
- Yes
- No
- Don't know/never needed to

Waiting time at practice



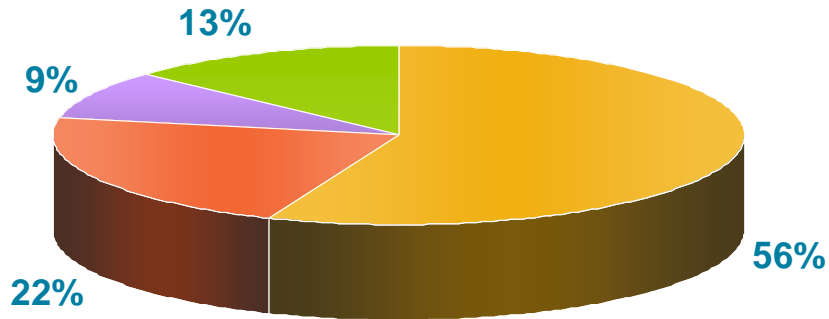
- 5 minutes or less
- 6-10 minutes
- 11-20 minutes
- 21-30 minutes
- More than 30 minutes

Q9a: How often do you get to see your usual doctor?

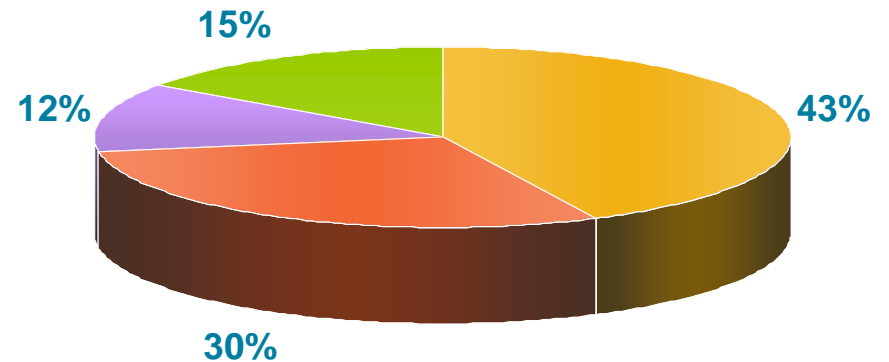


Q11a-c: After seeing the doctor, do you feel able to:

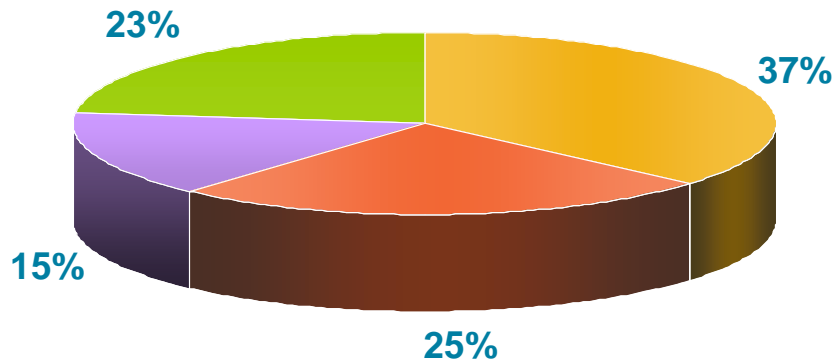
Understand your problem or illness



Cope with your problem or illness



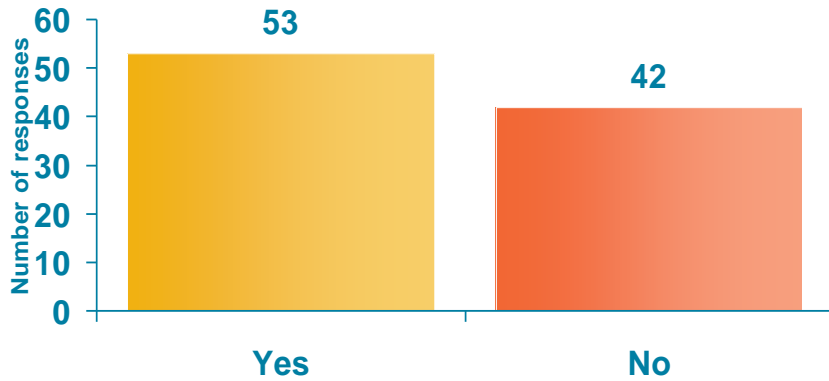
Keep yourself healthy



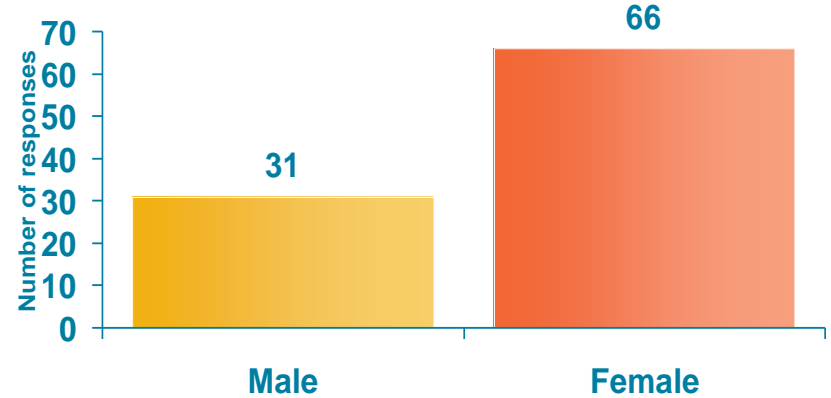
- Much more
- A little more
- The same or less
- Does not apply

Demographics

Q15. Long-standing illness, Disability or infirmity?

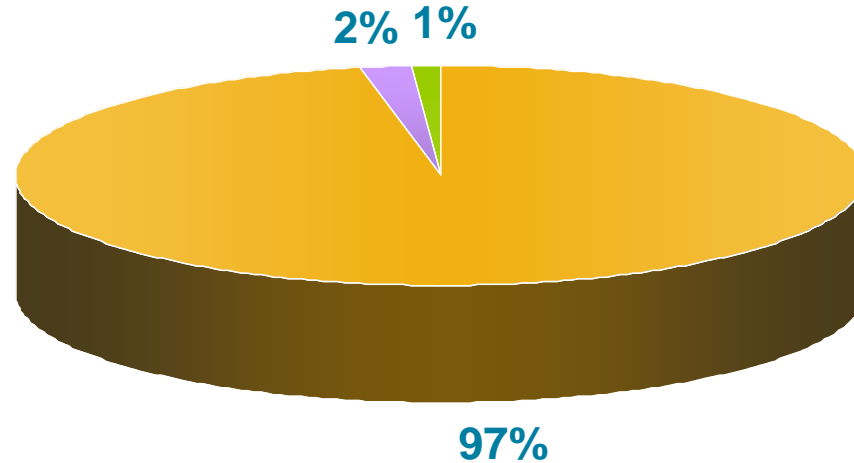


Q13. Sex



Q14. Age	Number of responses
Up to 44 years old	37
45 years old and above	64
<i>Mean</i>	<i>50.5</i>

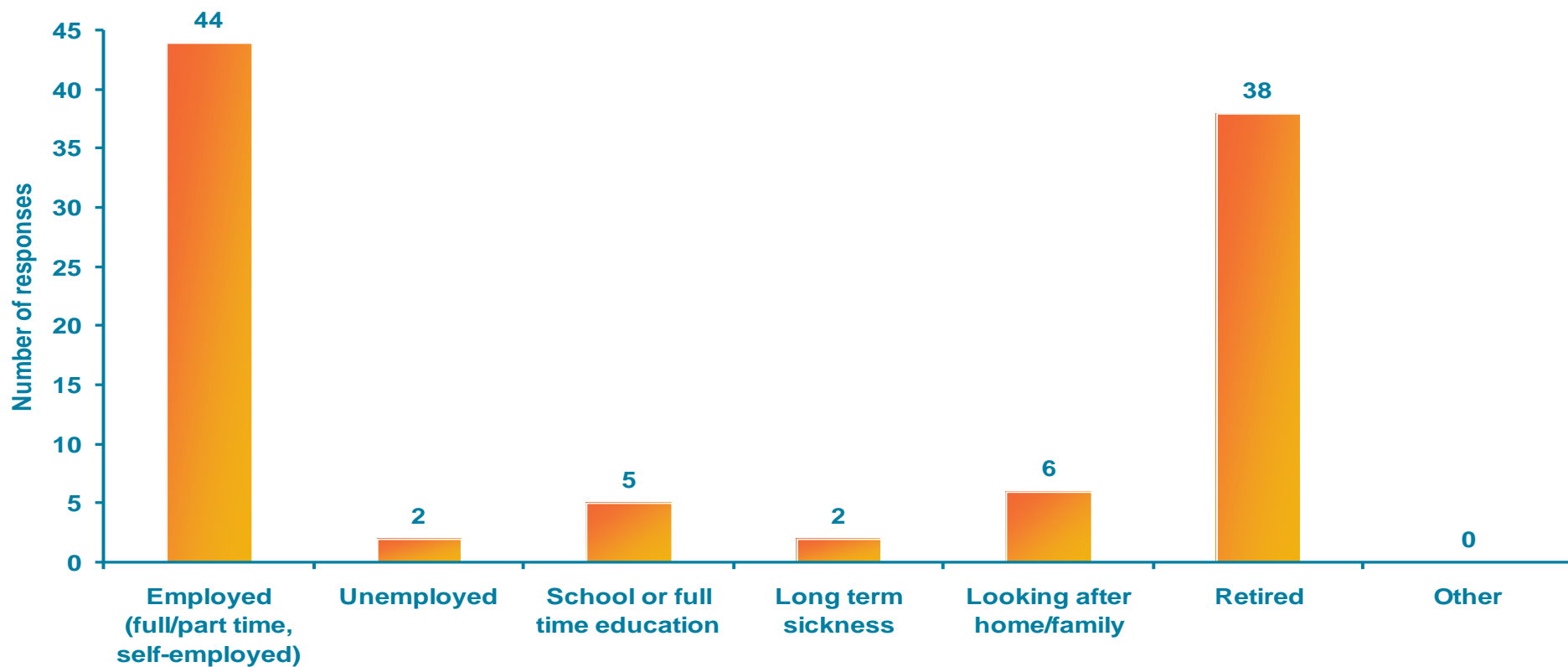
Q16 and 17: Ethnic group and accommodation status



- White
- Black or Black British
- Asian or Asian British
- Mixed
- Chinese
- Other ethnic group

Accommodation status	Number of responses
Owner-occupied/mortgaged	82
Rented or other arrangements	12

Q18: Employment status



The next steps

- **The results of this survey are a good start to improving your practice**
- **However, you should now discuss your results with your PCT and/or a patient group**
- **Most importantly, you should plan for change!**