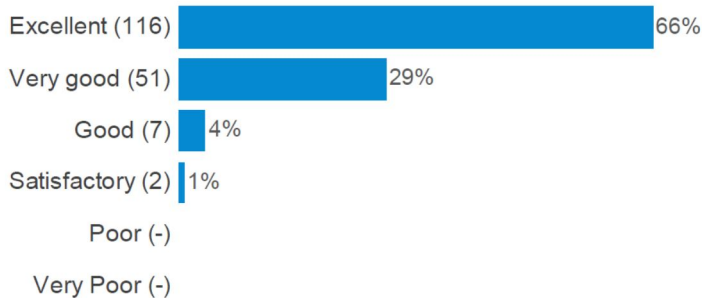




# Hough Green Health Park Patient Survey 2013

## Overall, how would you describe your experience of your GP surgery?

Information in this dashboard about patient feedback on



1. Practice
2. Access
3. Appointments
4. Doctors
5. Receptionists

The patient survey was carried out during November and December 2013 using General Practice Assessment Questionnaire (GPAQ-R) forms. In total, 180 patients responded to the questionnaire, around 5% of the practice population. The results collated and report produced by Halton Borough Council's Customer Intelligence Unit.

### Practice

- 66% of respondents described their overall experience of the surgery as excellent. 33% described it as very good or good.
- 99% of respondents stated that they would recommend or probably recommend the surgery to others.

### Access

- Most patients (88%) felt that the current practice opening times are convenient.
- Late evenings and Saturday mornings are the most popular times for patients who liked additional opening times.

### Appointments

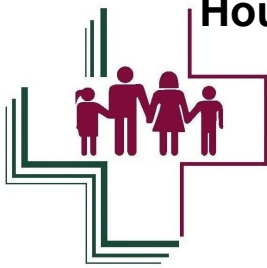
- 74% reported that they were seen on the same day or after.
- 63% of respondents reported that they could pre book the appointments easily. 26% felt it was difficult to pre book.
- 12% of respondents felt that they could not see a GP for urgent appointments on the same day.

### Doctors

- 97% of respondents felt that the explanation of the condition and treatment by GP is good or very good.
- 100% of respondents stated that they would be happy to see the same GP again.

### Receptionists

- 92% of respondents reported that the receptionists are very or fairly helpful. 6% reported that they were not very helpful.



# Hough Green Health Park Patient Survey 2013

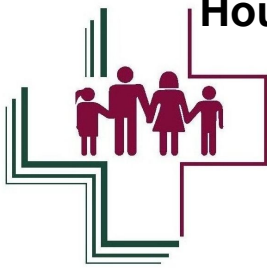
## Feedback on Doctors

### Putting you at ease?



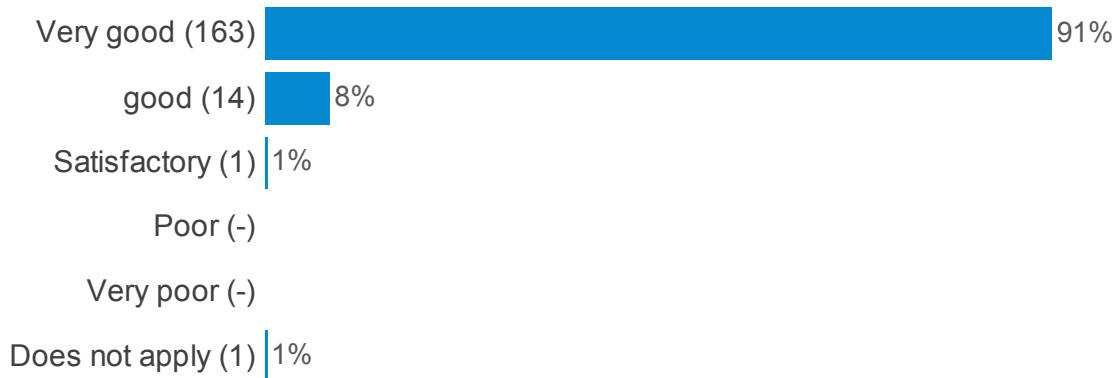
### Being polite and considerate?



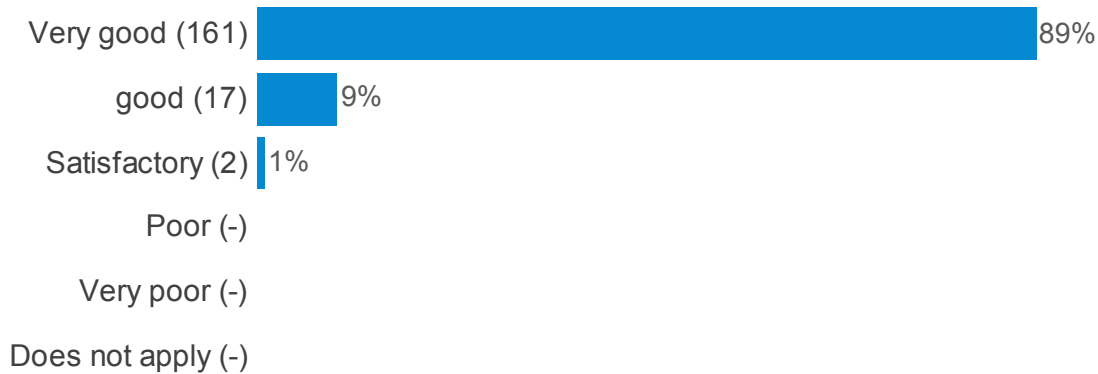


# Hough Green Health Park Patient Survey 2013

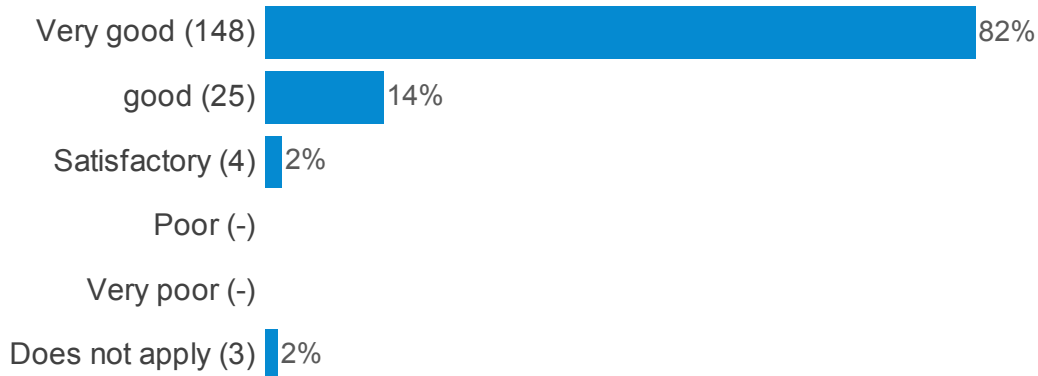
## Listening to you?

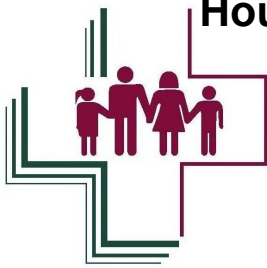


## Giving you enough time?



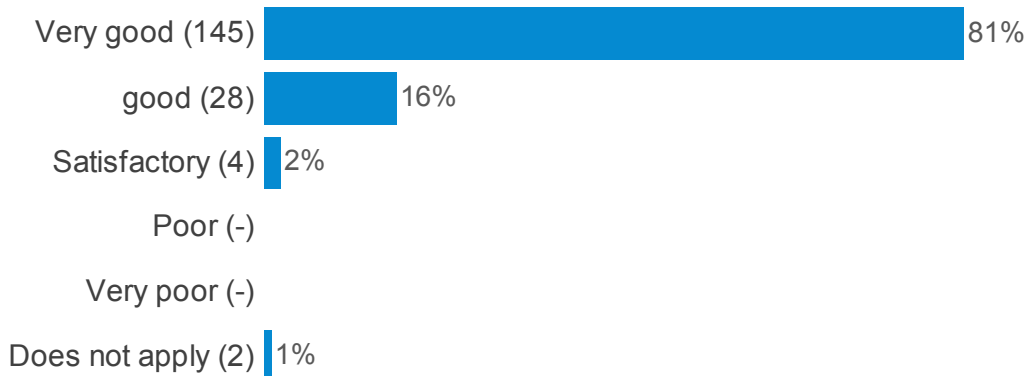
## Assessing your medical condition?



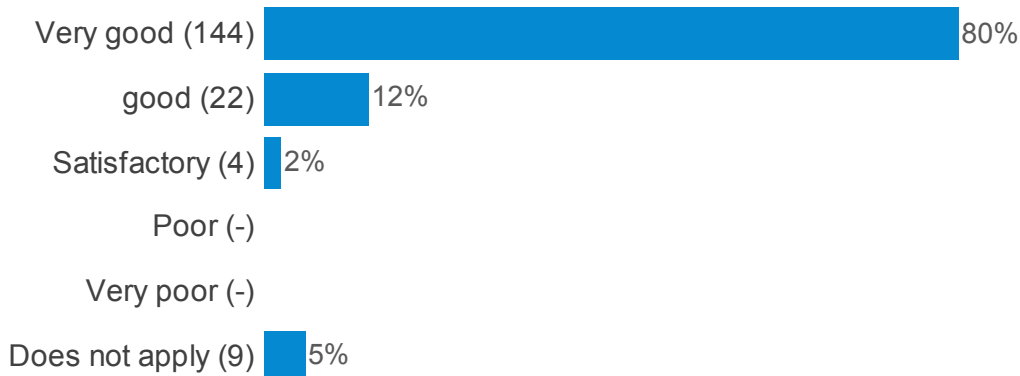


# Hough Green Health Park Patient Survey 2013

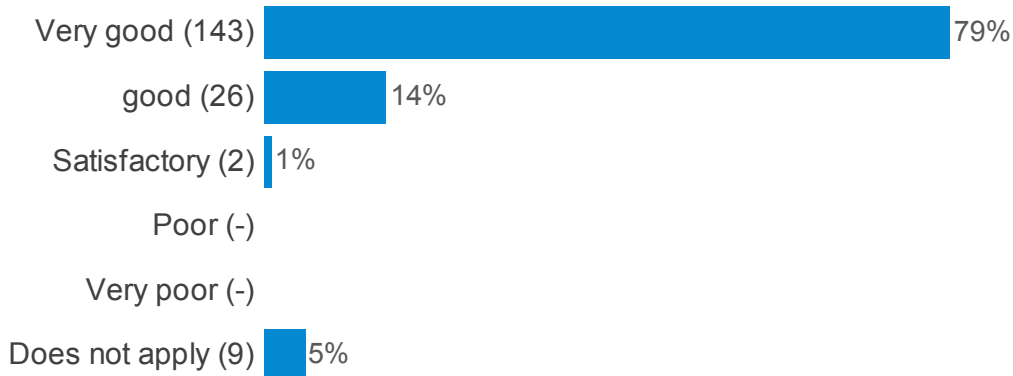
## Explaining your condition and treatment?

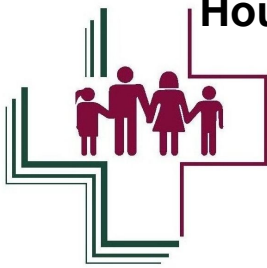


## Involving you in decisions about your care?



## Providing or arranging treatment for you?





## Hough Green Health Park Patient Survey 2013

### Did you have confidence that the GP is honest and trustworthy?



### Did you have confidence that the doctor will keep your information confidential?

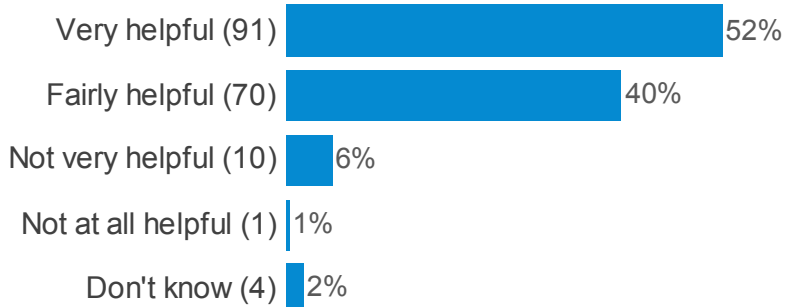


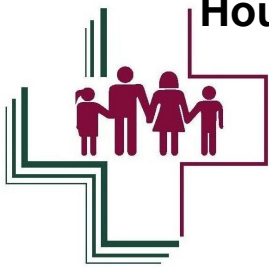
### Would you be completely happy to see this GP again?



### **Feedback on Receptionists**

### How helpful do you find the receptionists at your GP practice?

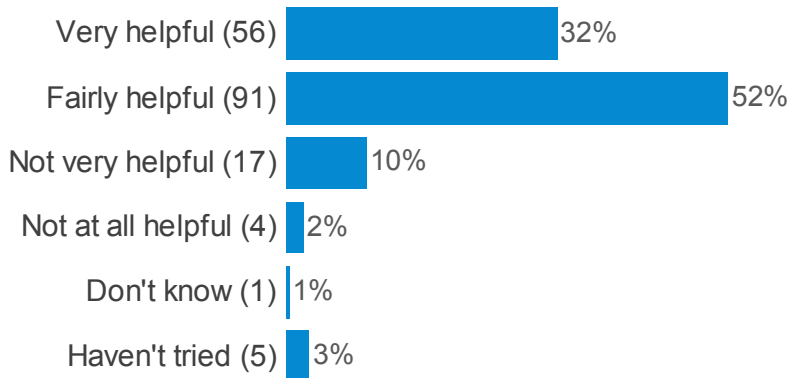




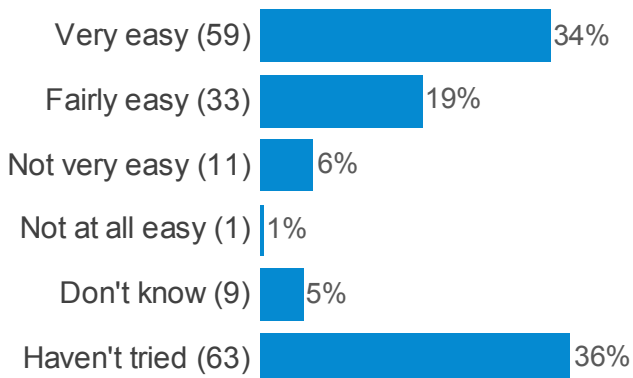
# Hough Green Health Park Patient Survey 2013

## Feedback on Access

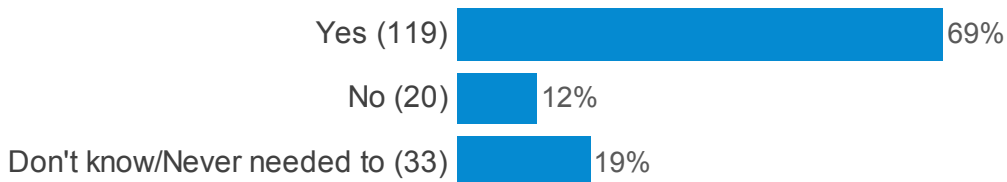
**How easy is it to get through to someone at your GP practice on the phone?**

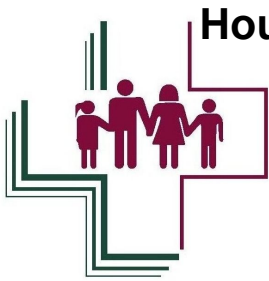


**How easy is it to speak to a doctor or nurse on the phone at your GP practice?**



**If you need to see a GP urgently, can you normally get seen on the same day?**

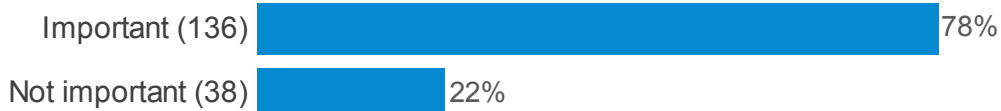




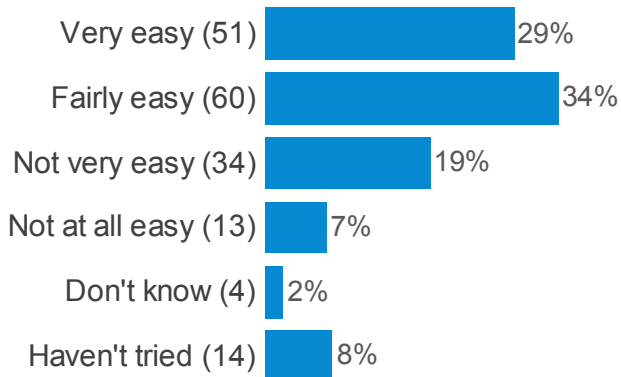
# Hough Green Health Park Patient Survey 2013

## Feedback on Appointments

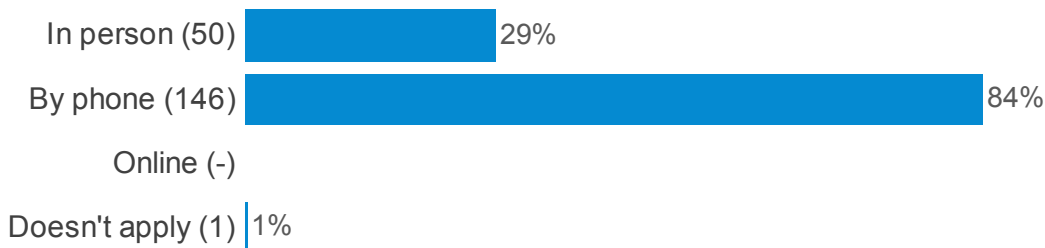
**How important is it to you to be able to book appointments ahead of time in your practice?**

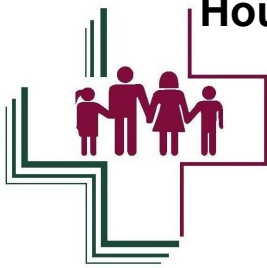


**How easy is it to book ahead in your practice?**



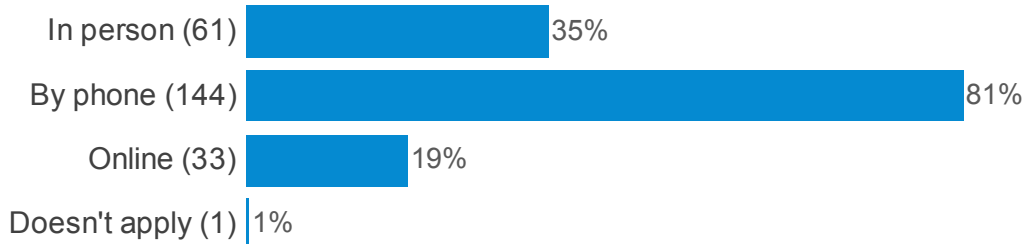
**How do you normally book your appointments at your practice?**





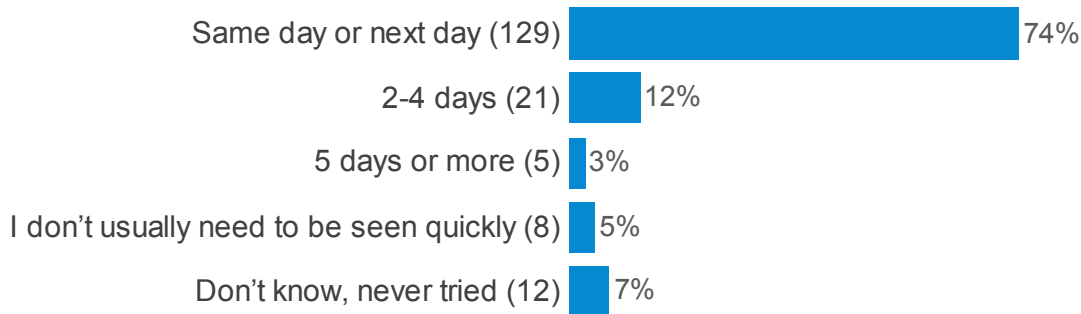
# Hough Green Health Park Patient Survey 2013

**Which of the following methods would you prefer to use to book appointments at your practice?**

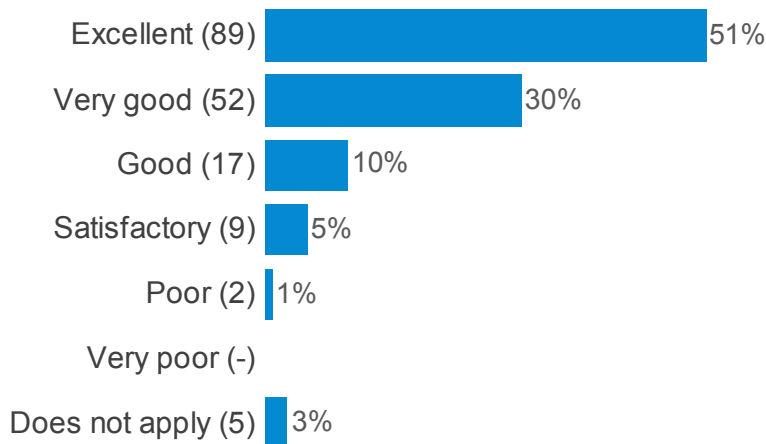


## **Feedback on Waiting Times**

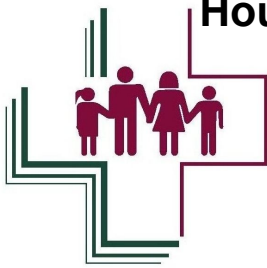
**How quickly do you usually get seen?**



**How do you rate how quickly you were seen?**

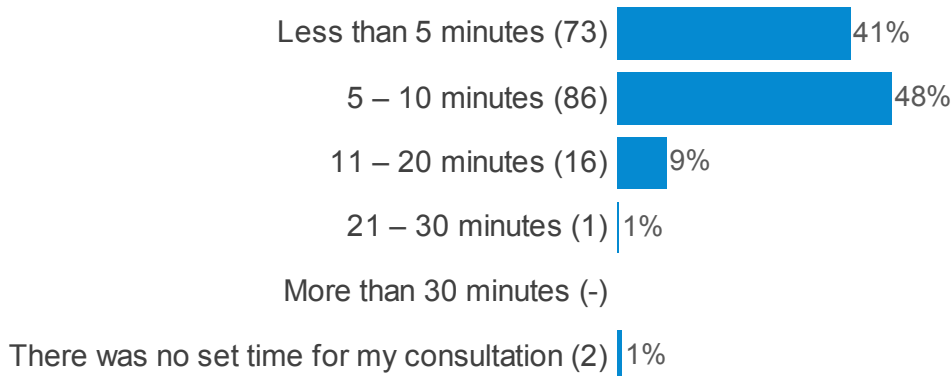




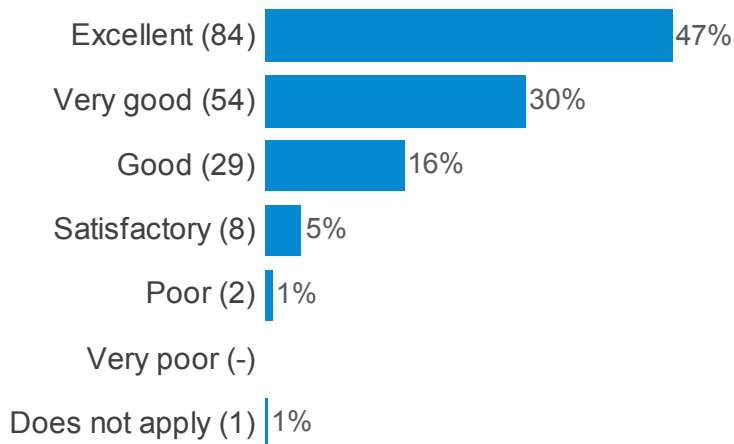


# Hough Green Health Park Patient Survey 2013

## How long did you wait for your consultation to start?



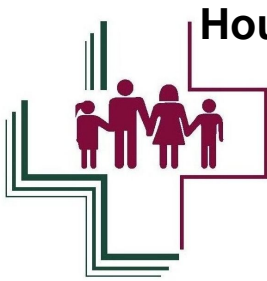
## How do you rate how long you waited?



## Feedback on Opening Times

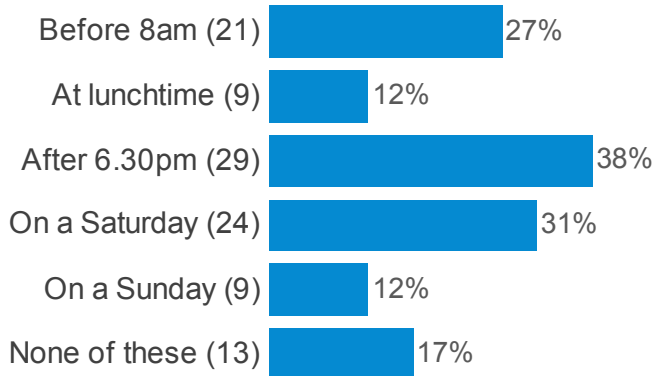
### Is your GP practice currently open at times that are convenient to you?



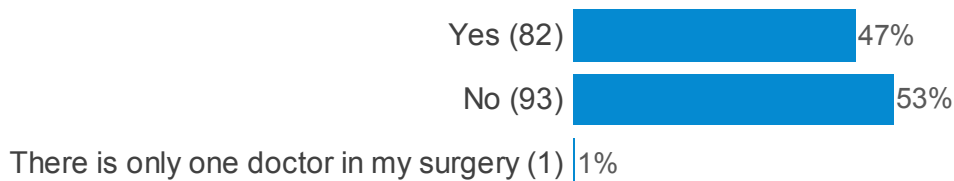


## Hough Green Health Park Patient Survey 2013

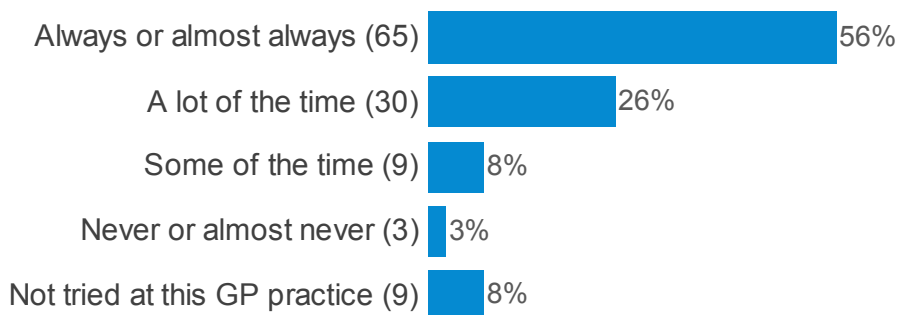
**Which of the following additional opening hours would make it easier for you to see or speak to someone?**

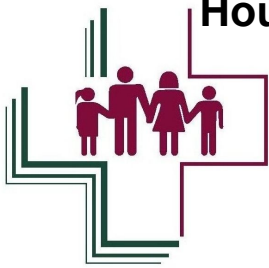


**Is there a particular GP you usually prefer to see or speak to?**



**How often do you see or speak to the GP you prefer?**

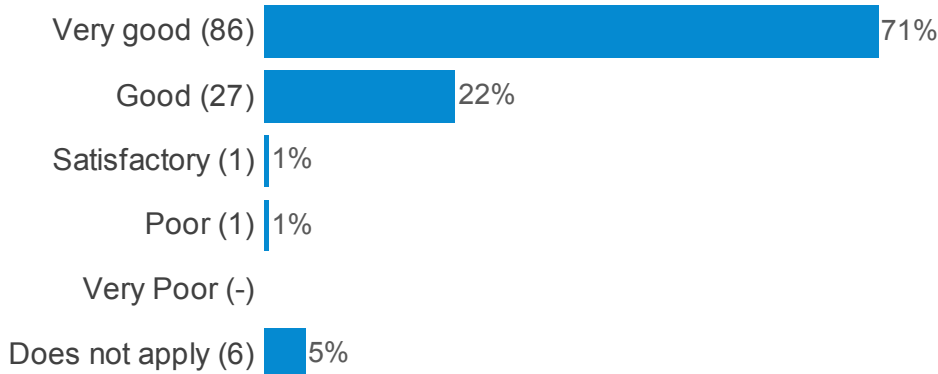




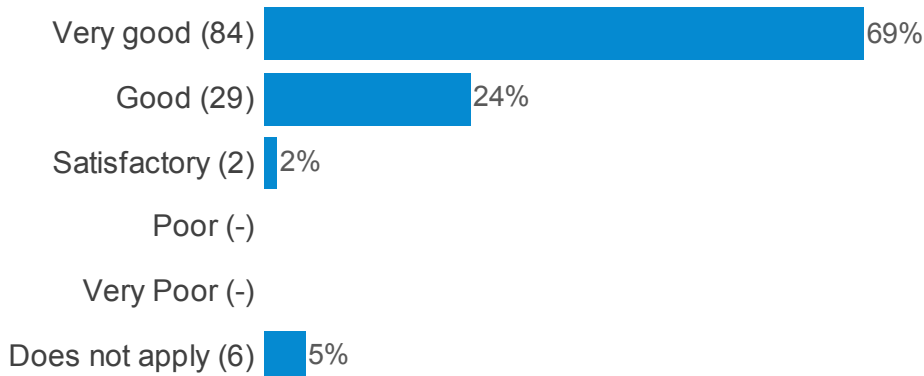
# Hough Green Health Park Patient Survey 2013

## Feedback on Practice Nurses

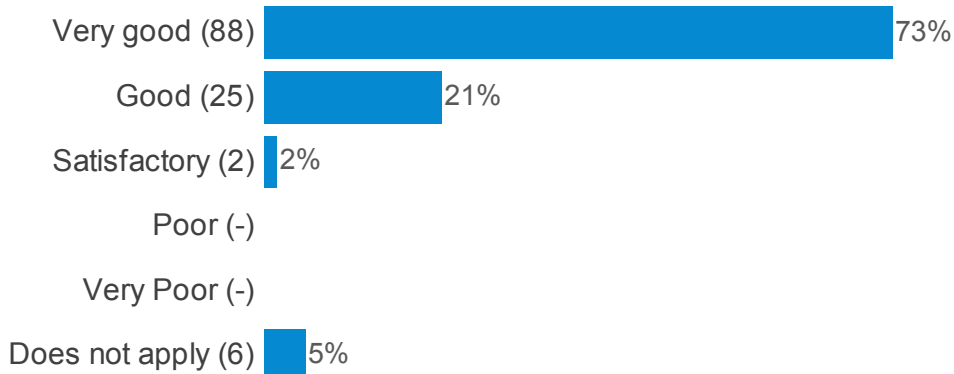
### Putting you at ease?

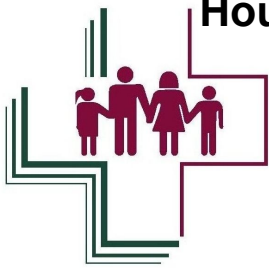


### Giving you enough time?



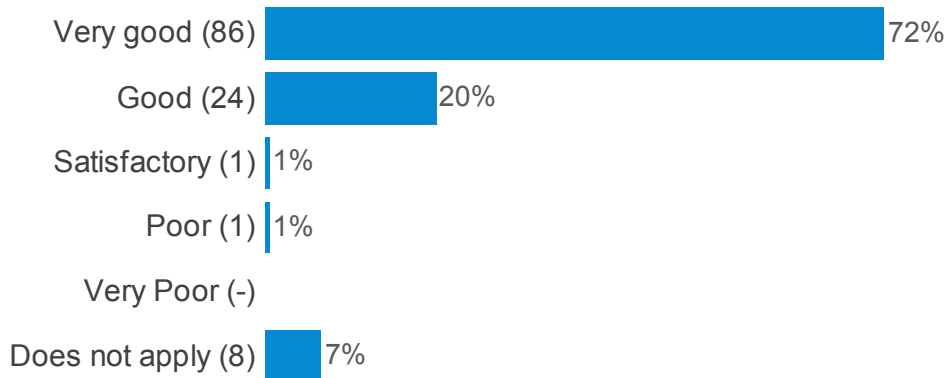
### Listening to you?



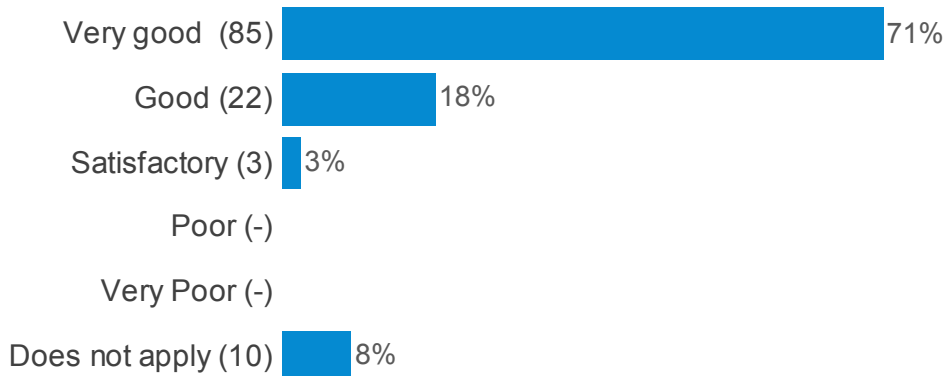


# Hough Green Health Park Patient Survey 2013

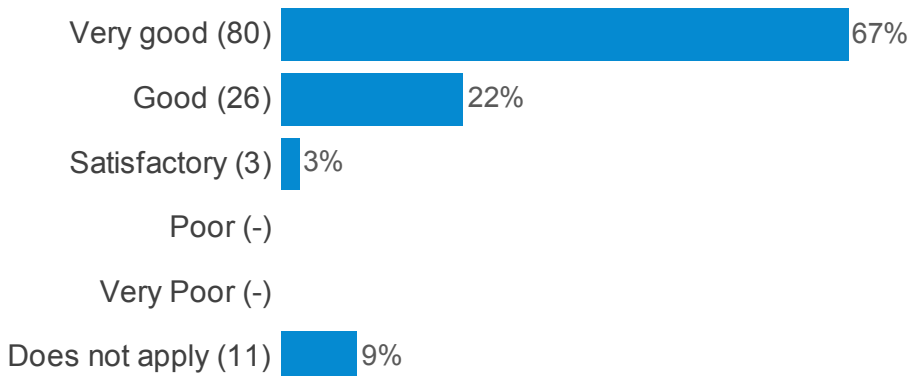
## Explaining your condition and treatment?

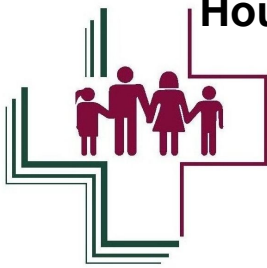


## Involving you in decisions about your care?



## Providing or arranging treatment for you?





# Hough Green Health Park Patient Survey 2013

## Would you be completely happy to see this nurse again?



## Feedback on Health Awareness

### Understanding your health problems?

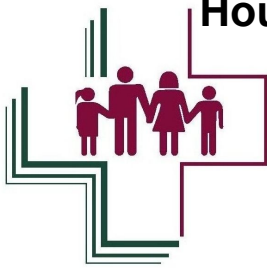


### Cope with your health problems



### Keep yourself healthy

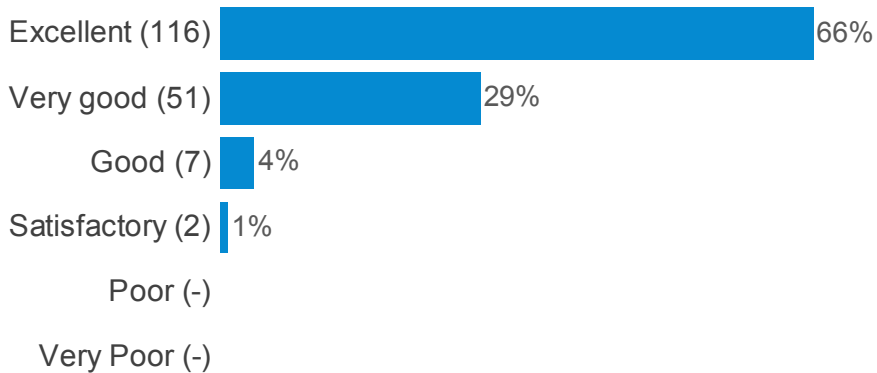




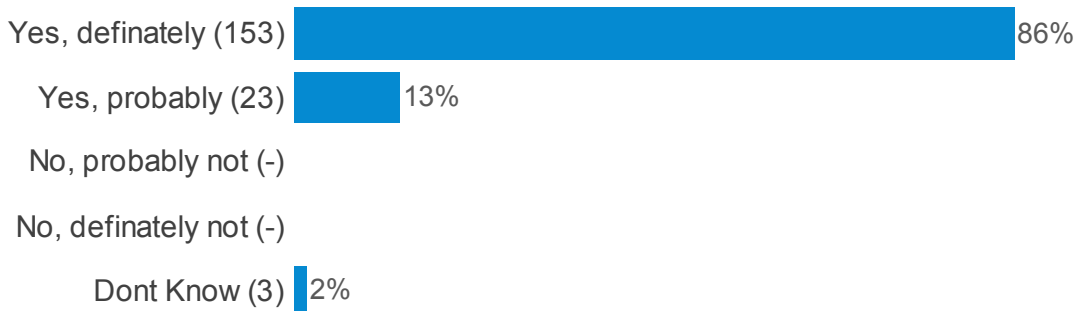
# Hough Green Health Park Patient Survey 2013

## Feedback on Patient Experience

**Overall, how would you describe your experience of your GP surgery?**

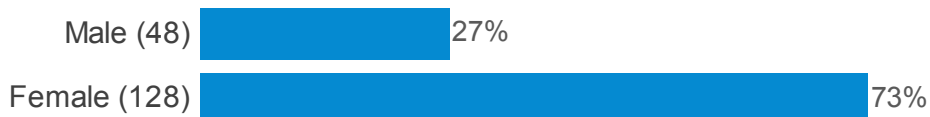


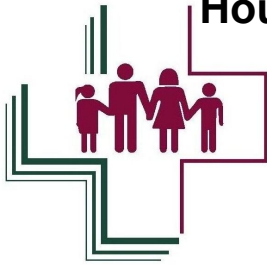
**Would you recommend your GP surgery to someone who has just moved to your local area?**



## Demographics

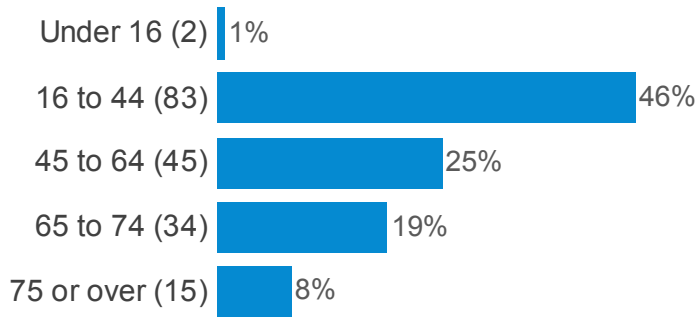
### **Gender**



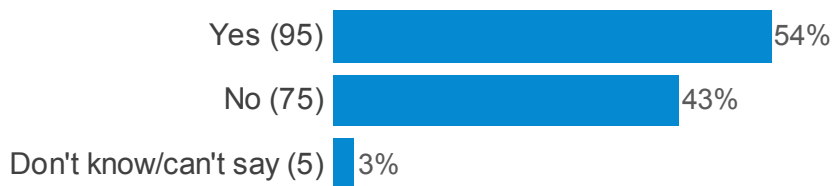


# Hough Green Health Park Patient Survey 2013

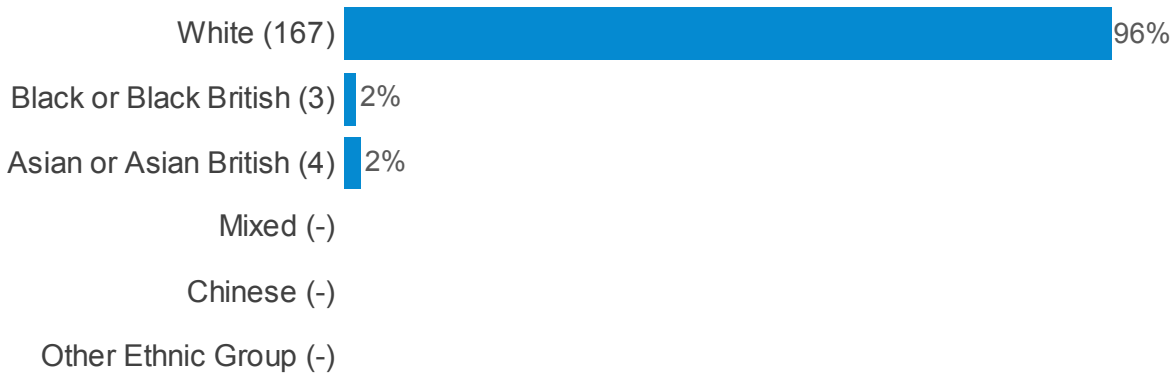
## How old are you?

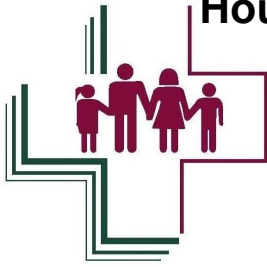


## Do you have a long-standing health condition?



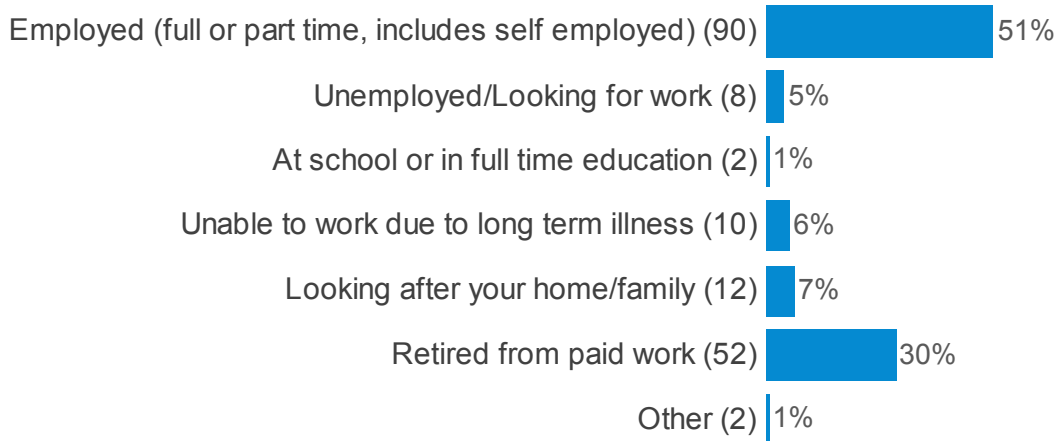
## Ethnic Group





# Hough Green Health Park Patient Survey 2013

## Employment Status



This report has been produced by Halton Borough  
Council's Customer Intelligence Unit  
[research@halton.gov.uk](mailto:research@halton.gov.uk)