

Number of Responses:82

Sandy Lane Surgery Patient Survey January 2018

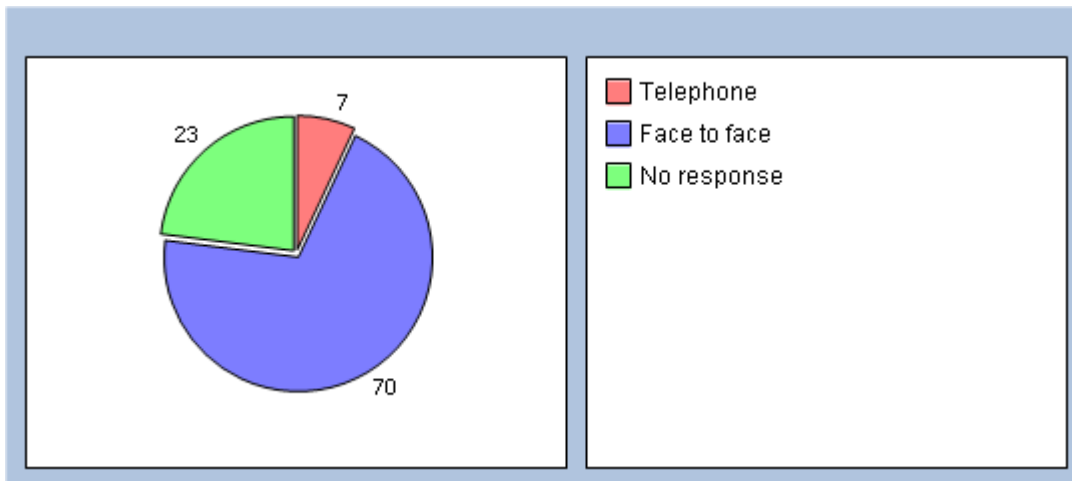
APPOINTMENTS AT THE SURGERY

Which of the following methods would you prefer to use to book an appointment at the surgery?

In person **17%**
By phone **46%**
Online **45%**
No preference **7%**

Which type of consultation do you prefer?

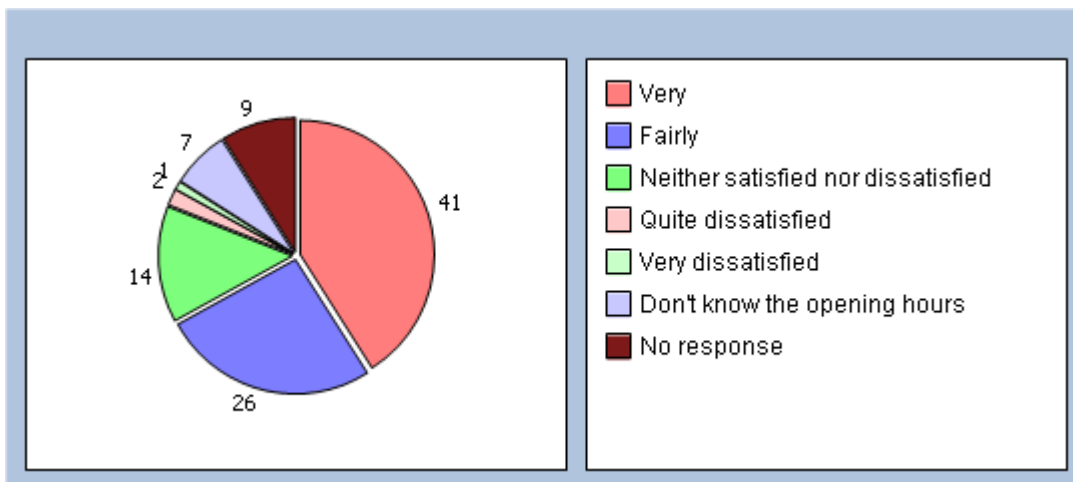
Telephone **7%**
Face to face **70%**
No response **23%**



OPENING HOURS

How satisfied are you with the opening hours at the surgery?

Very **41%**
Fairly **26%**
Neither satisfied nor dissatisfied **14%**
Quite dissatisfied **2%**
Very dissatisfied **1%**
Don't know the opening hours **7%**
No response **9%**

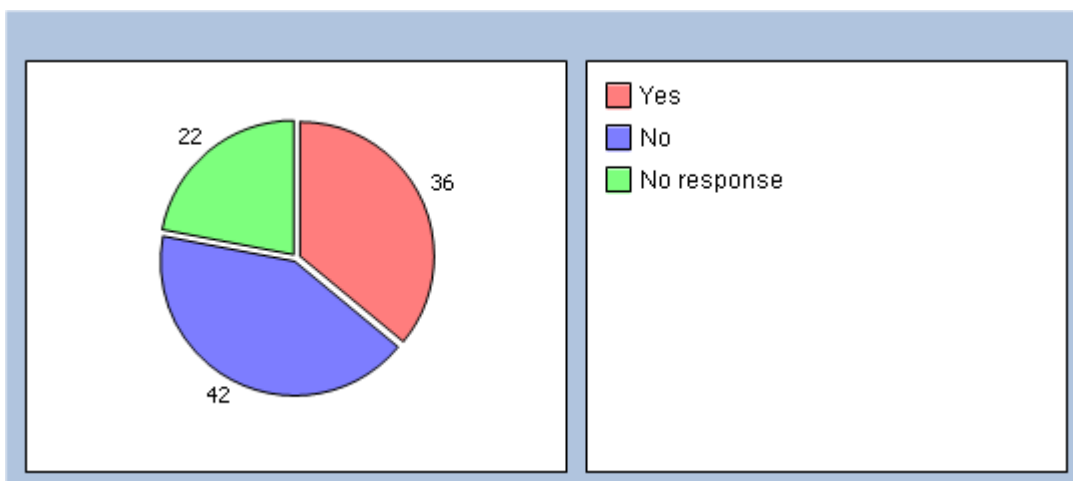


Would you like the surgery open at additional times?

Yes **36%**

No **42%**

No response **22%**



If yes, what times?

GETTING THROUGH ON THE PHONE

How easy do you find it to get through on the telephone?

Very easy **7%**

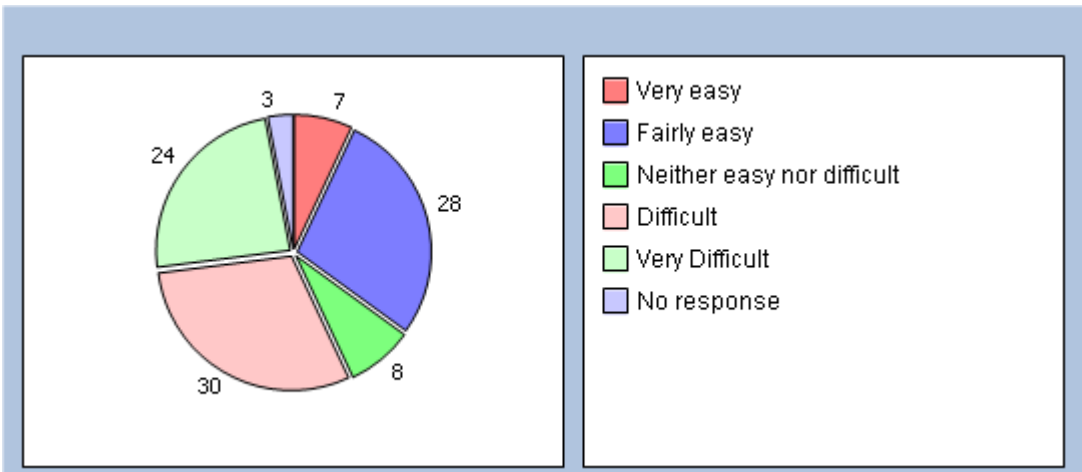
Fairly easy **28%**

Neither easy nor difficult **8%**

Difficult **30%**

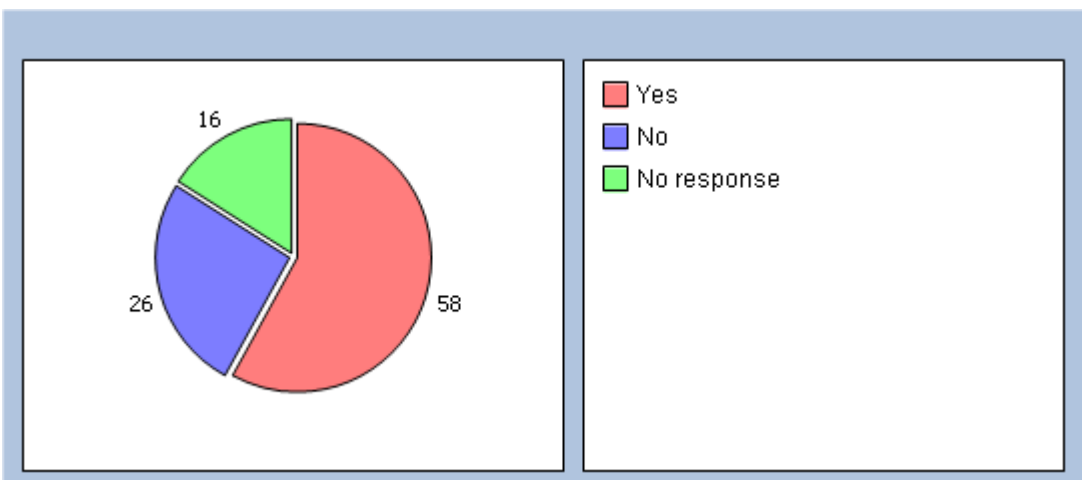
Very Difficult **24%**

No response **3%**



If you have found it difficult to get through on the telephone have you thought about registering for Online Access to book appointments?

Yes **58%**
 No **26%**
 No response **16%**

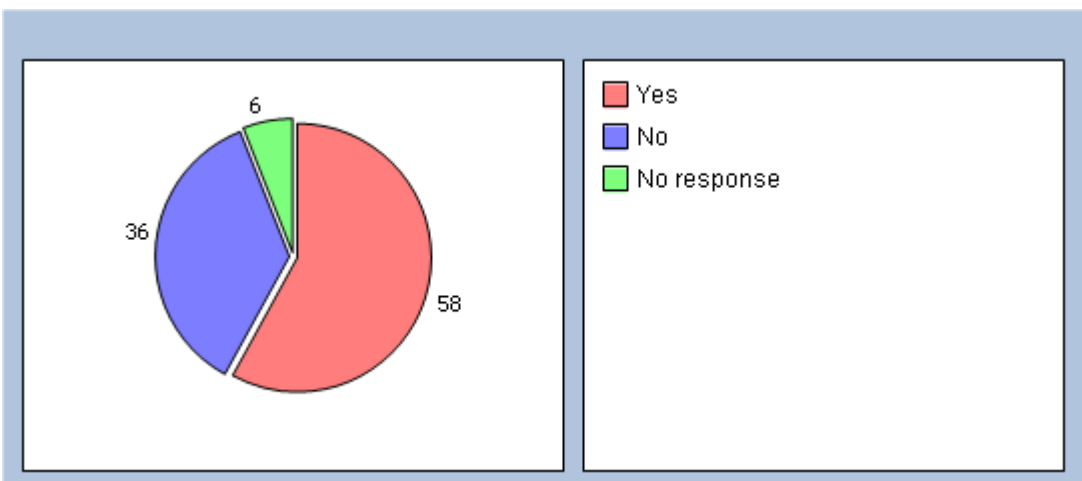


If No, please can you tell us why?

ONLINE ACCESS

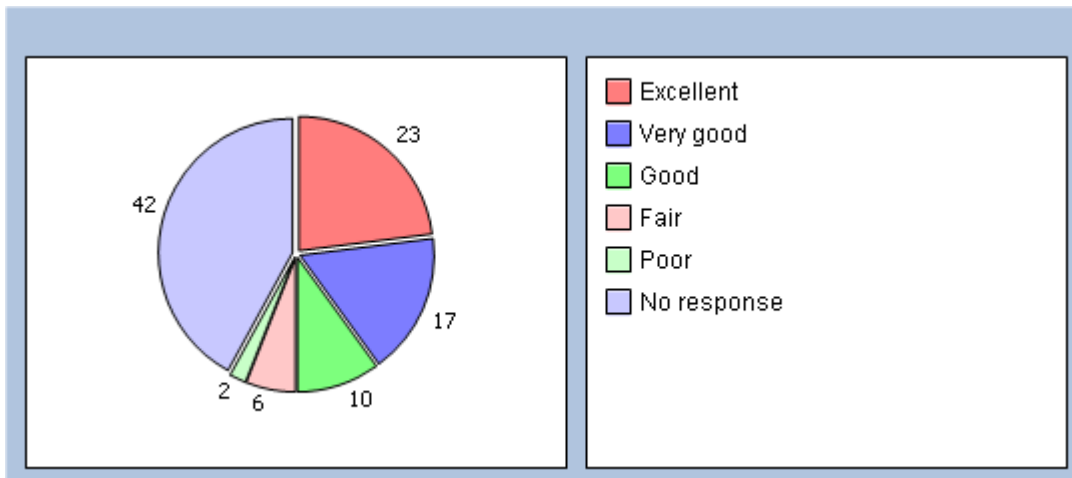
Are you registered for ONLINE ACCESS (access to the surgery online for prescriptions/appointments)

Yes **58%**
 No **36%**
 No response **6%**



If you have signed up to this service how useful have you found it?

Excellent **23%**
Very good **17%**
Good **10%**
Fair **6%**
Poor **2%**
No response **42%**

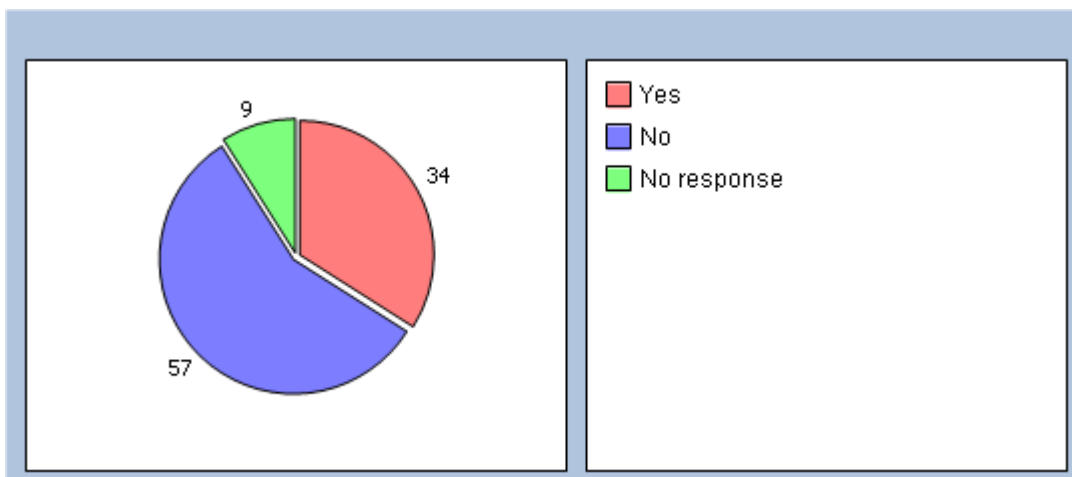


OBTAINING TEST RESULTS

We have introduced SMS text messaging for test results

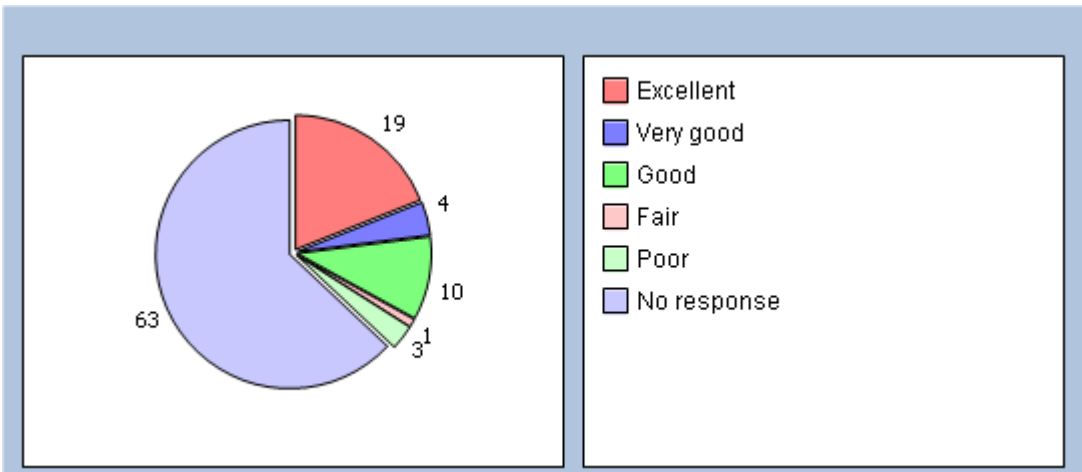
Have you received a text informing you of your results?

Yes **34%**
No **57%**
No response **9%**



How useful did you find this?

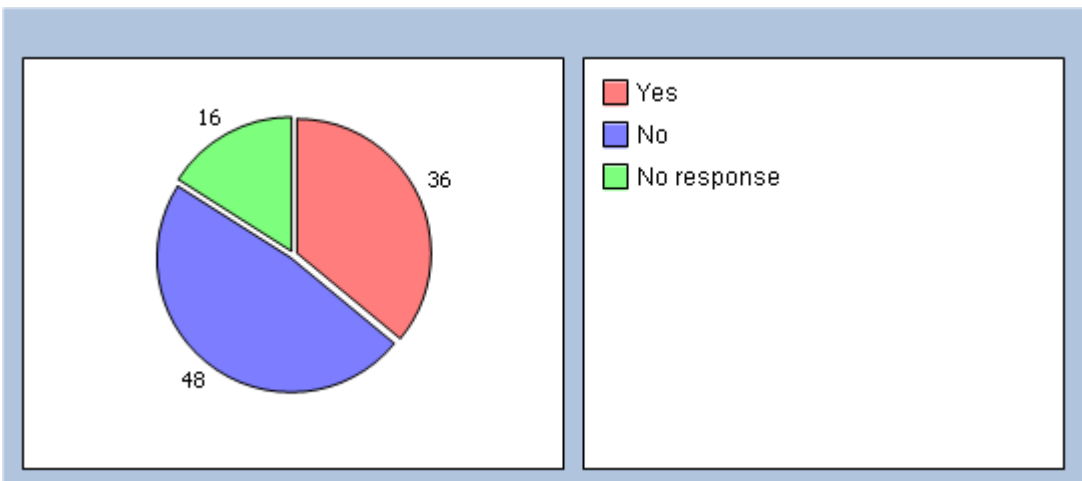
Excellent **19%**
Very good **4%**
Good **10%**
Fair **1%**
Poor **3%**
No response **63%**



BOOKING AN APPOINTMENT

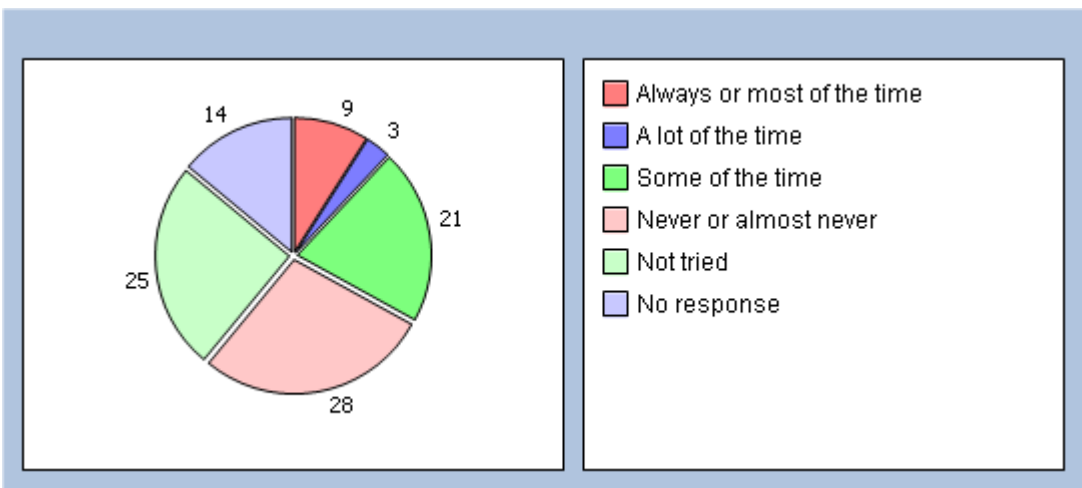
Last time you tried to book ahead were you able to get an appointment more than 2 weekdays in advance?

Yes **36%**
 No **48%**
 No response **16%**



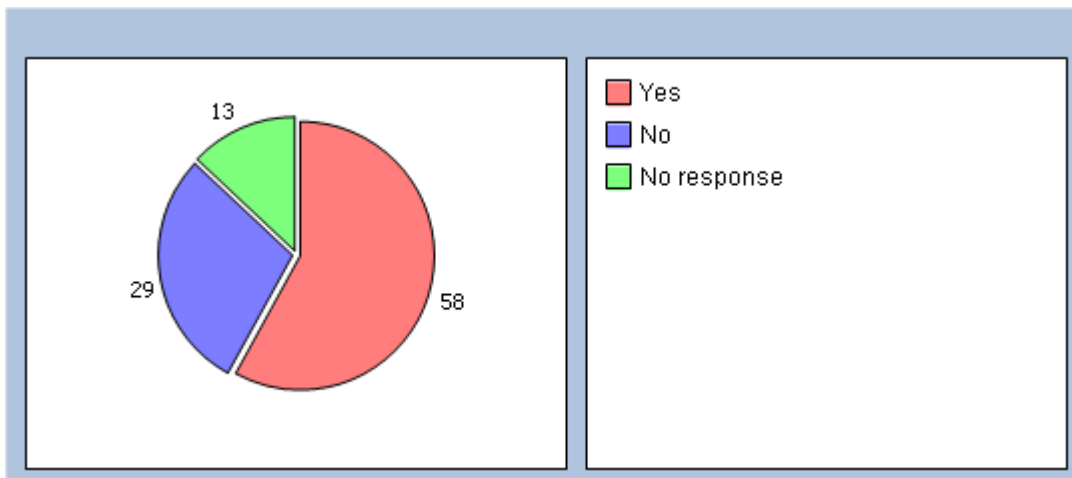
How often do you see the clinician you prefer?

Always or most of the time **9%**
 A lot of the time **3%**
 Some of the time **21%**
 Never or almost never **28%**
 Not tried **25%**
 No response **14%**



Think about the last time you tried to be seen fairly quickly. Were you able to see a clinician on the same day or in the next two weekdays that the surgery was open?

Yes **58%**
No **29%**
No response **13%**



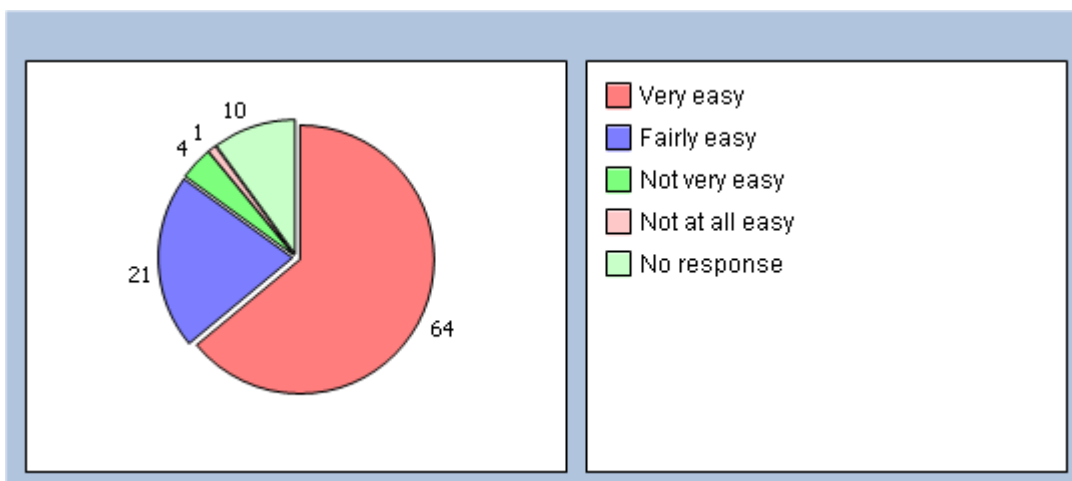
If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?
Please tick all the areas that apply.

There weren't any appointments **42%**
Times offered didn't suit **1%**
Appointment was with a doctor who I didn't want to see **1%**
A nurse was free but I wanted to see a doctor **0%**
Another reason **3%**

THINKING ABOUT THE SURGERY BUILDING

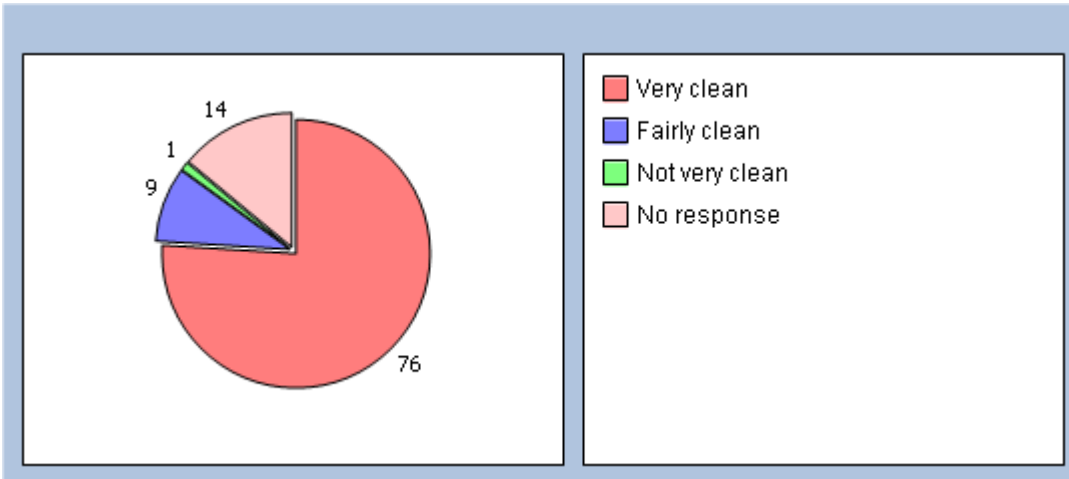
How easy do you find getting into the building at the surgery?

Very easy **64%**
Fairly easy **21%**
Not very easy **4%**
Not at all easy **1%**
No response **10%**



How clean is the GP surgery?

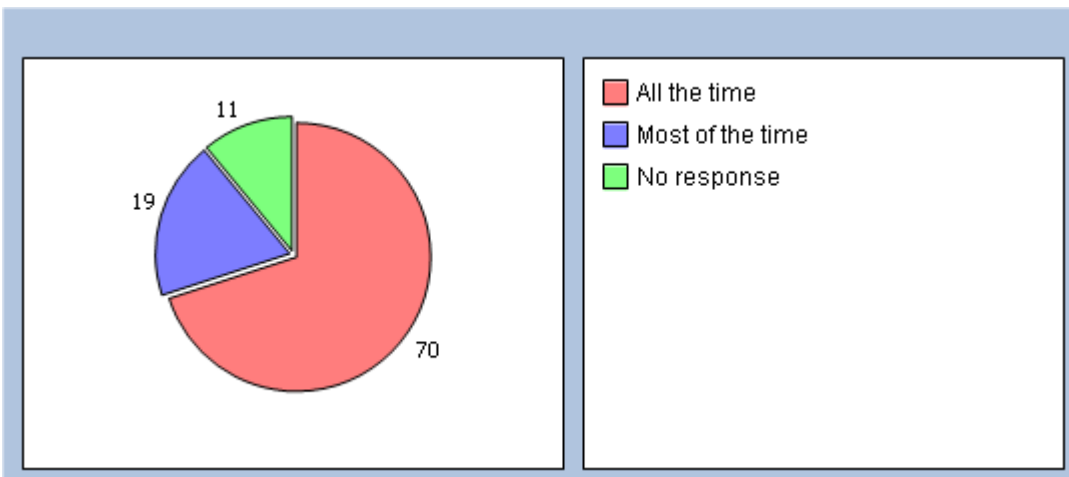
Very clean **76%**
Fairly clean **9%**
Not very clean **1%**
Not at all clean **0%**
No response **14%**



Please indicate your response to each of the statements below:

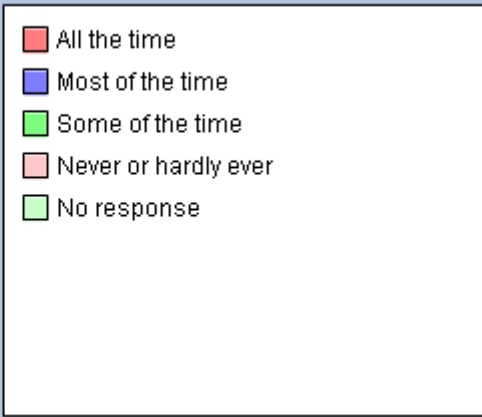
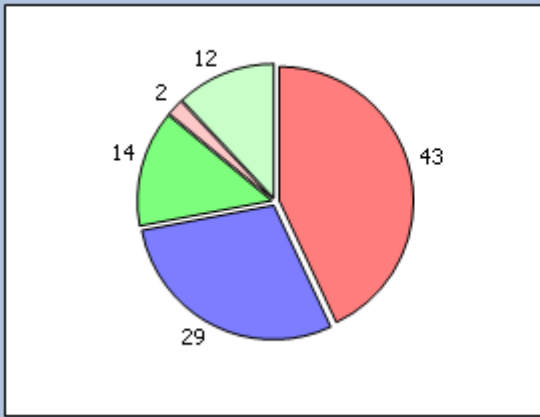
You are able to get a seat in the waiting room

- All the time **70%**
- Most of the time **19%**
- Some of the time **0%**
- Never or hardly ever **0%**
- Can't say **0%**
- No response **11%**



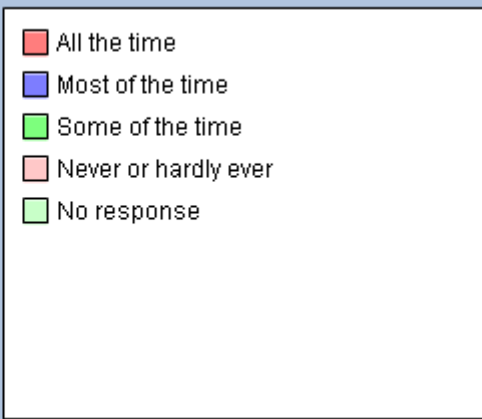
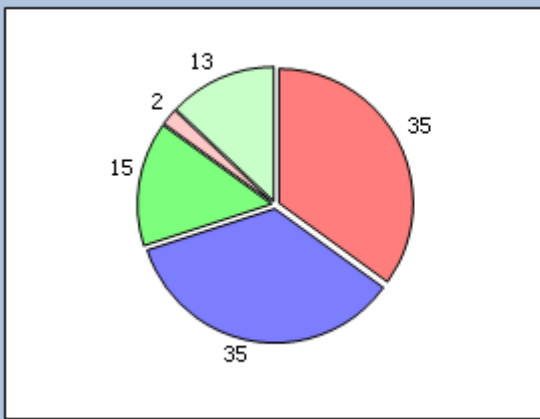
You feel that you receive a professional and friendly welcome at the reception desk

- All the time **43%**
- Most of the time **29%**
- Some of the time **14%**
- Never or hardly ever **2%**
- Can't say **0%**
- No response **12%**



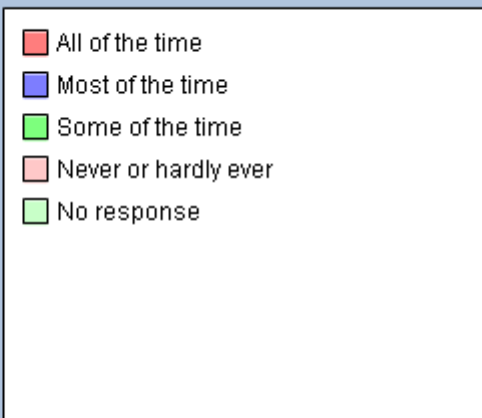
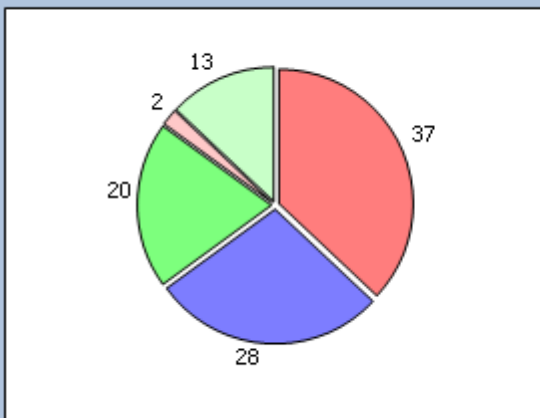
The reception staff on the telephone are helpful

All the time **35%**
 Most of the time **35%**
 Some of the time **15%**
 Never or hardly ever **2%**
 Can't say **0%**
 No response **13%**



The information provided by the reception staff is useful

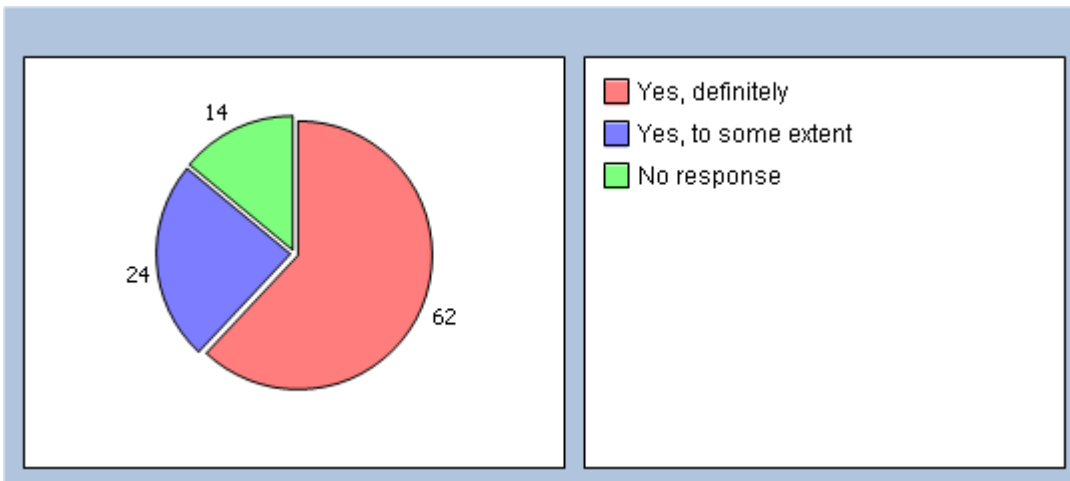
All of the time **37%**
 Most of the time **28%**
 Some of the time **20%**
 Never or hardly ever **2%**
 Can't say **0%**
 No response **13%**



SEEING A CLINICIAN (DOCTOR/ANP/NP/NURSE) AT THE SURGERY

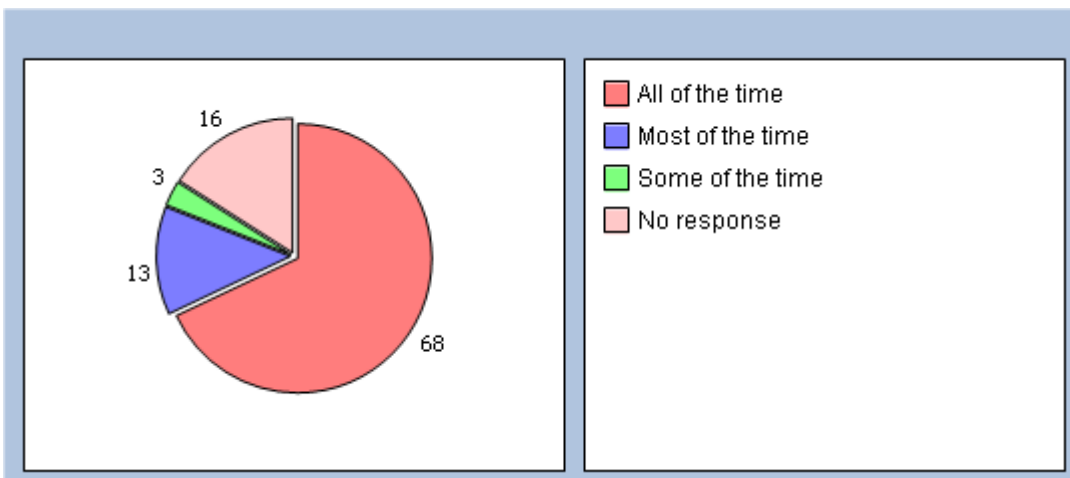
The clinician involves you in decisions about your care

Yes, definitely **62%**
Yes, to some extent **24%**
No, not at all **0%**
No response **14%**



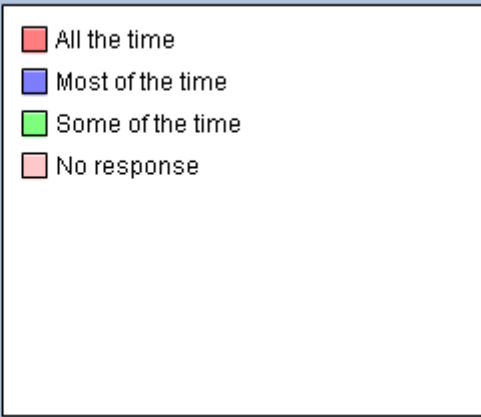
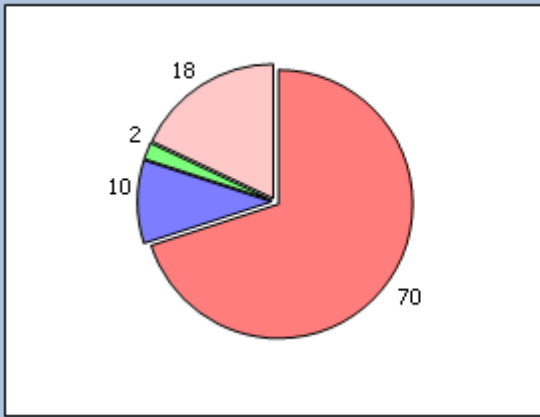
The clinician treats with you dignity and respect

All of the time **68%**
Most of the time **13%**
Some of the time **3%**
Never or hardly ever **0%**
Can't say **0%**
No response **16%**



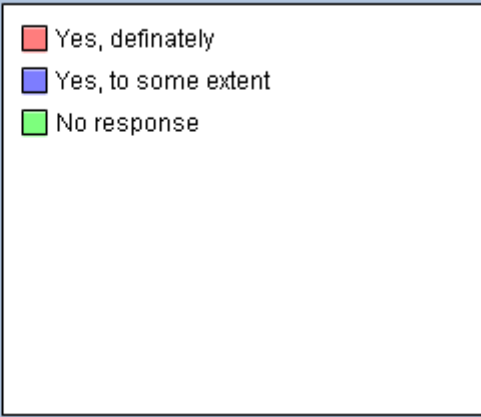
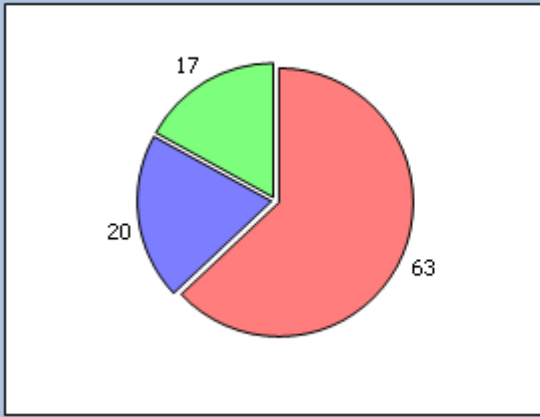
The clinician treats you as you would wish when giving you a physical examination

All the time **70%**
Most of the time **10%**
Some of the time **2%**
Never or hardly ever **0%**
No response **18%**



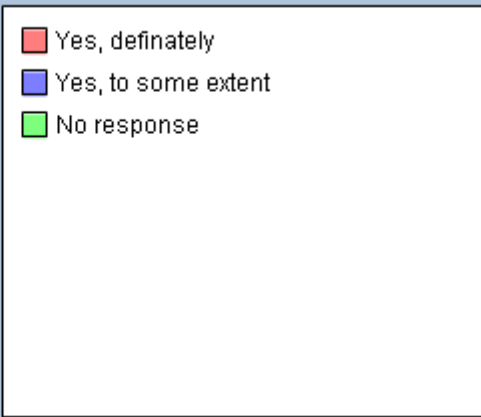
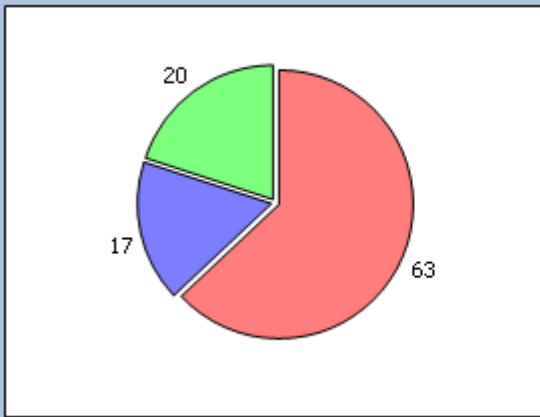
Did you have confidence and trust in the clinician you saw?

Yes, definitely **63%**
 Yes, to some extent **20%**
 No, not at all **0%**
 No response **17%**



Overall I was satisfied with my visit with the clinician

Yes, definitely **63%**
 Yes, to some extent **17%**
 No, not at all **0%**
 No response **20%**

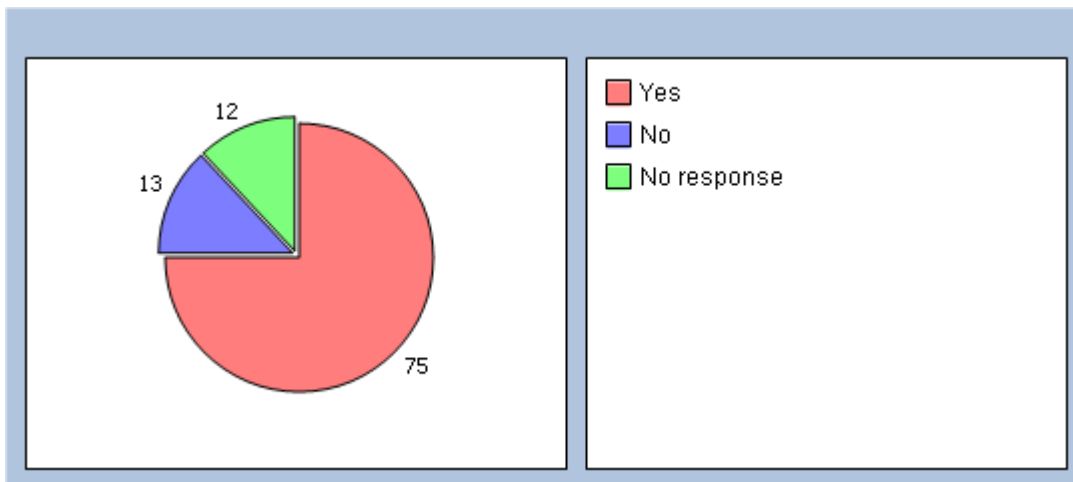


YOUR INFORMATION

Do you understand why we collect information about you and how your medical records are used?

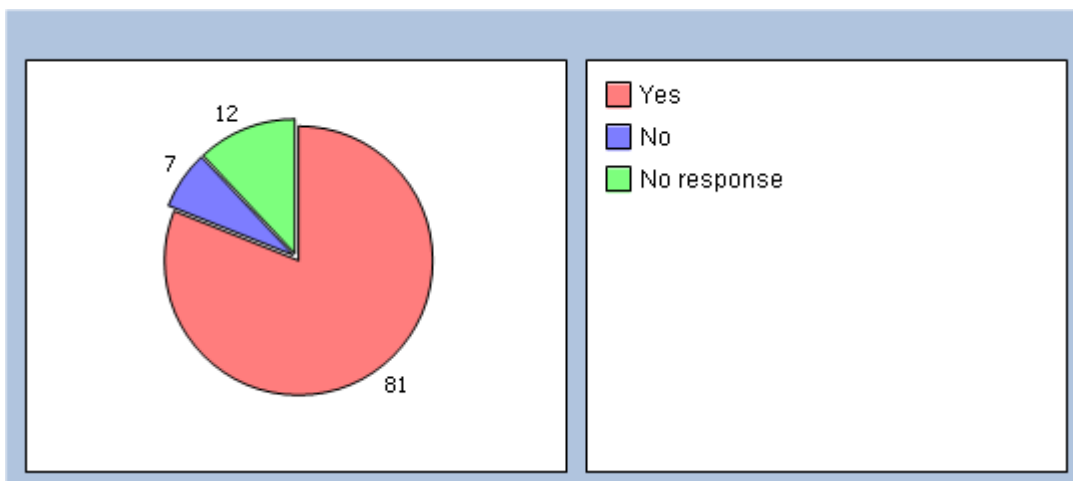
Yes **75%**

No **13%**
No response **12%**



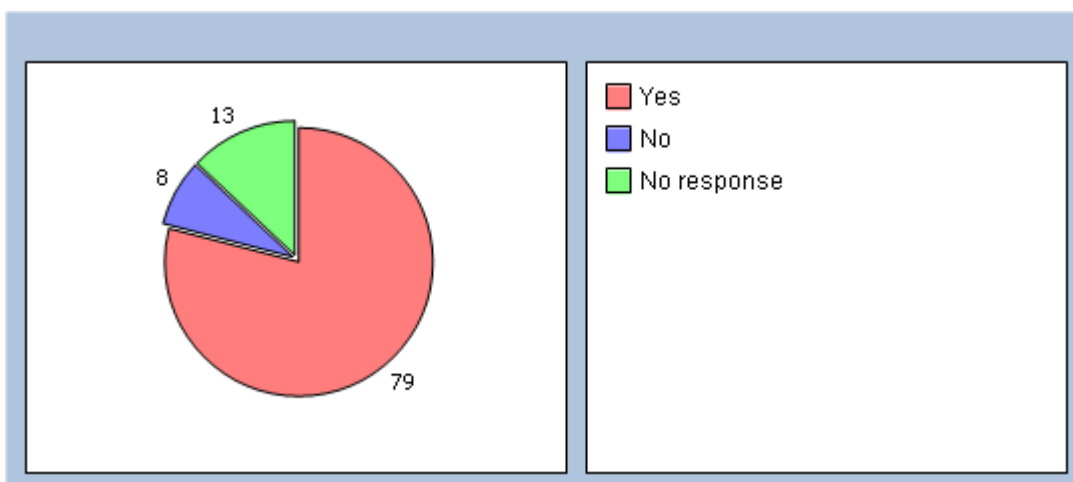
Do you understand why we ask for your consent to use or disclose your personal information?

Yes **81%**
No **7%**
No response **12%**



Do you feel that your personal information is secure in our hands?

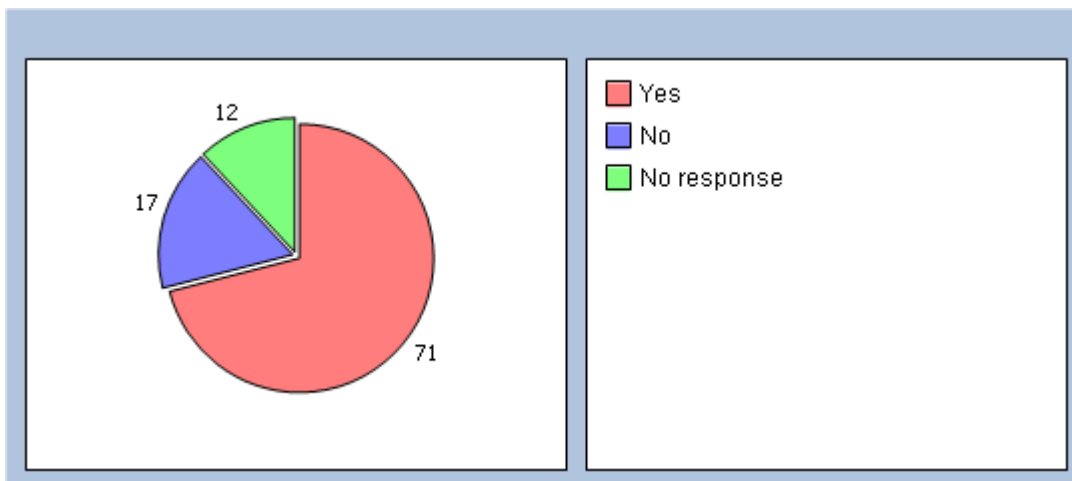
Yes **79%**
No **8%**
No response **13%**



If you required further information or wanted to access your medical records would you ask the receptionist?

Yes **71%**
No **17%**

No response **12%**



OTHER HEALTH SERVICES

In the last 12 months have you used any of the health services below instead of using similar services which may be available at the surgery?

Please tick all that apply

A+E at hospital (instead of GP surgery) **14%**

NHS 111 **13%**

Out of hours/walk in centre **10%**

YOUR OVERALL SATISFACTION

How likely are you to recommend our GP surgery to friends and family if they needed similar care or treatment?

Extremely likely **31%**

Likely **30%**

Neither likely nor unlikely **8%**

Unlikely **7%**

Extremely unlikely **7%**

Don't know **2%**

Can you tell us why you gave that response?

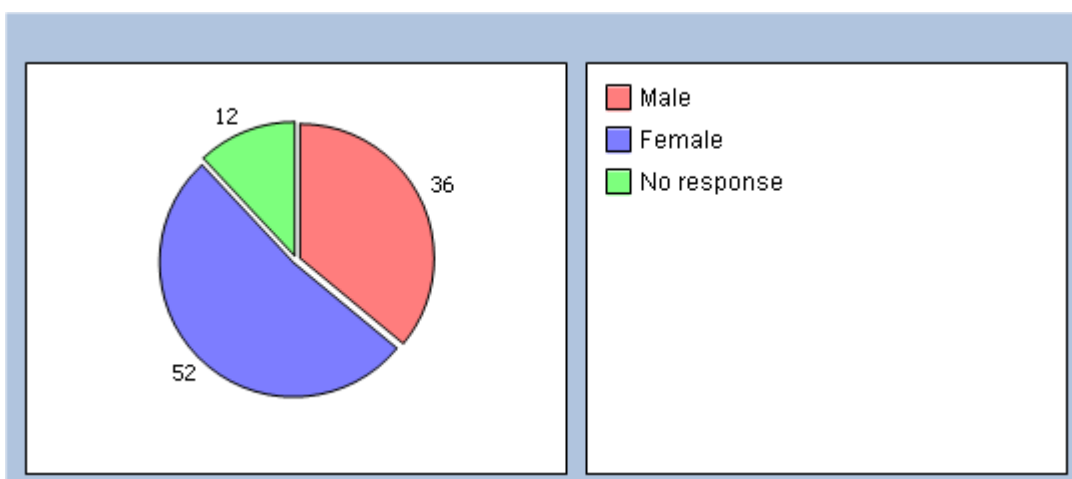
SOME QUESTIONS ABOUT YOU

Are you male or female?

Male **36%**

Female **52%**

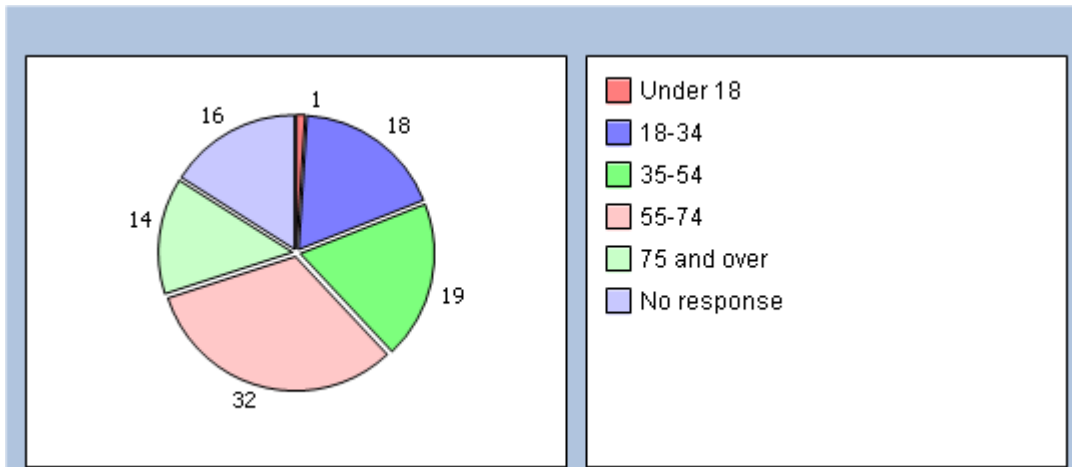
No response **12%**



How old are you?

Under 18 **1%**

18-34 **18%**
35-54 **19%**
55-74 **32%**
75 and over **14%**
No response **16%**



Thank you for taking the time to complete this survey.