

Number of Responses: **182**

PATIENT SURVEY 2014/15

Q1. How easy do you find getting into the building at the surgery?

Very easy **87%**
Fairly easy **11%**
Not very easy **1%**
Not at all easy **0%**
No response **1%**

Q2. How clean is the GP surgery?

Very clean **89%**
Fairly clean **11%**
Not very clean **0%**
Not at all clean **0%**
Don't know **0%**
No response **0%**

Q3. In the reception area; do you think that other patients overhear what you say to the receptionist?

Yes but don't mind **73%**
Yes and am not happy about it **15%**
No other patients, cannot overhear **2%**
Don't know **8%**
No response **2%**

Q4. How helpful do you find the receptionists at the surgery?

Very **70%**
Fairly **27%**
Not very **1%**
Not at all **0%**
No response **2%**

Q5. How long after your appointment time do you normally wait to be seen?

I am normally seen on time **10%**
Less than 5 minutes **18%**
5 to 15 minutes **55%**
15-30 minutes **16%**
More than 30 minutes **0%**
No response **1%**

Q6. How do you feel about how long you normally have to wait?

I don't normally have to wait long **52%**
I have to wait a bit too long **24%**
I have to wait far too long **3%**
Don't Mind **21%**
No response **0%**

Q7. Were you able to see the GP you wanted to see?

Yes **66%**
Did not want specific GP **27%**
No **4%**
No response **3%**

Q8. How easy do you find it to get an appointment with the GP you wanted to see?

Very easy **25%**
Fairly easy **55%**
Not very easy **17%**
No response **3%**

Q9. How important is it to you that you see a specific GP when coming to this practice?

Very important **40%**
Fairly important **39%**
Prefer not to say **2%**
Not at all important **17%**
No response **2%**

Q10. The surgery has now had the 01282 local number for 24 months, how do you find getting through to the surgery compared to ringing the old 0844 number

Very easy **55%**
Fairly easy **36%**
Not very easy **3%**
Not at all easy **0%**
Don't care because you think it's cheaper to call now **3%**
No response **3%**

Q11. When you feel you or your child are becoming ill which of these options do you choose first?

Go to Local Pharmacy for advice (self-help) **36%**
Call GP surgery for advice **29%**
Call GP surgery to book appointment **31%**
No response **4%**

Q12. How do you find the on-line patient access services for booking appointments and repeat prescriptions?

Don't Use **71%**
Very easy **13%**
Fairly easy **2%**
Fairly easy but then stops working **0%**
Difficult **2%**
No response **4%**

Q13. The surgeries opening times are Mon-Fri 0800am-0630pm, would you like the surgery open at additional times?

Yes **34%**
No **64%**
No response **2%**

Q14. If you answered yes to Q13, what additional times would you like to see and why? (Collection of Answers below)

Later in day when it may be quieter

1 hour later for people who work later

7.30-7pm ,work commitments make it hard to come earlier maybe once a week

7am so people working to get appointments

7am-7pm (late working hours makes it difficult to see doctor)

7pm - work til 6pm & struggle to get there for 6pm

does not apply to me personally but would save working people having to lose earnings for non-urgent cases if you opened later

Evenings because sometimes its easier

evenings later/ sat am

I work and sometimes i find it hard because i have to take time off work

I work in manchester and it can be difficult filling in appointments with other commitments

I work shifts its not always easy to get an appointment when I need one

To help us analyse your answers please tell us a few things about yourself: Are you male or female?

Male **41%**

Female **54%**

No response **5%**

What age are you?

Under 16 **1%**

17 - 24 **6%**

25 - 34 **16%**

35 - 44 **15%**

45 - 54 **21%**

55 - 64 **17%**

65 - 74 **11%**

75 - 84 **5%**

Over 84 **3%**

No response **5%**

What is the ethnic background with which you most identify?

White British **92%**

White Irish **0%**

Mixed White & Black Caribbean **0%**

Mixed White & Black African **0%**

Mixed White & Black Asian **0%**

Indian **0%**

Pakistani **4%**

Bangladeshi **0%**

Black Caribbean **0%**

Black African **0%**

Chinese **0%**

Other **2%**

No response **2%**

How would you describe how often you come to the practice?

Regularly **25%**
Occasionally **52%**
Very Rarely **19%**
No response **4%**