

Dalefield Surgery Patient Survey 2012

1	How long have you been a patient at this practice? (Please circle appropriate answer)				
	Under 1 year	1 to 5 years	6 to 10 years	Over 10 years	
	5.8%	20.6%	9.0%	55.6%	
2	To which age group do you belong? (Please circle appropriate answer)				
	24 or under	25 – 44	45 – 64	65 or over	
	9.0%	25.1%	34.1%	27.4%	
3	Approximately how many times have you been to the doctor or nurse in the last 6 months (Please circle appropriate answer)				
	None	1 – 2	3- 5	6 -10	Over 10
	7.6%	22.4%	35.0%	19.3%	9.0%

		Yes	No	
4	Are you aware that you can book a routine appointment up to 12 weeks in advance?	26.5%	72.6%	
5	Are you aware that you can arrange a telephone consultation with the Doctor to save you from having to visit the surgery?	61.0%	39.0%	
6	Are you aware that in cases of medical urgency you will be seen on the day, but will be asked brief details of your illness to determine urgency?	70.0%	29.6%	
7	Did you complete the previous Practice questionnaire in February 2012?	33.2%	60.5%	
8	The issues raised in the previous questionnaire were as follows, have you seen any improvement in these areas?	a. Waiting Room Notice Board?	73.5%	21%
		b. Waiting Room Overall?	61.0%	34.5%
9	When you last visited the surgery, were you satisfied with the overall cleanliness of:	a. Waiting Room?	88.3%	4.9%
		b. Consulting Room	94.2%	2.2%
		c. Patient Toilets	82.1%	3.6%
10	When you last visited the surgery, did you feel that you had confidence and trust in	a. GPs?	87.0%	4.5%
		b. Nurses?	90.0%	2.7%
		c. Admin Staff?	89.2%	2.2%
11	When you last visited the surgery, were you treated with dignity and respect by	a. GPs?	87.4%	2.2%
		b. Nurses?	91.9%	1.8%
		c. Admin Staff?	88.8%	1.3%
12	Do you have access to the internet?	67.3%	31.4%	
13	Are you aware of our practice website and its functions/services offered?	32.3%	63.2%	
14	In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by	a. GPs?	69.5%	25.6%
		b. Pharmacists?	60.1%	33.6%
		c. Dentists?	59.2%	32.7%
15	In the last 6 months, have you attended A&E for an illness or condition which could have been treated elsewhere?	10.3%	86.7%	

Thank you to all our patients who took the time to complete this questionnaire.

All comments are welcome and helpful for the practice to continue improving the service we give to our patients.

Many thanks from all the team