

Patient Survey – Figures in numbers of 200 surveys

1. How long have you been a patient at this practice? (Circle appropriate answer)
Under 1 yr (8) 1 to 5 yrs (10) 6 to 10 yrs (12) over 10 yrs (170)
2. To which age group do you belong? (Circle appropriate answer)
24 or under (8) 25 – 44 (36) 45 – 64 (74) 65 or over (82)
3. Approximately how many times have you been to see the doctor in the last 6 months?
None (20) 1 - 2 (62) 3 – 5 (74) 6 – 10 (26) over 10 (18)

		Yes	No
4	Are you aware that you can book routine appointments up to 21 days in advance?	152	48
5	Are you aware that in cases of medical urgency you will be seen on the day, but will be asked for brief details of your illness to determine urgency?	144	56
6	If you have telephoned the surgery in the last 6 months, was the call answered promptly?	146	54
7	Did you complete the previous practice questionnaire?	82	118
8	The issues raised in the previous questionnaire were as follows. Have you seen any improvements in these areas?	126	74
	a) Access to a GP or a clinician	132	64
	b) Telephone access at peak times	74	126
	c) Parking at the surgery	80	120
9	d) Alternative ways to book appointments	184	16
	When you last visited the surgery, were you satisfied with the overall cleanliness of	184	16
	a) The waiting room? b) The consulting room? c) The patient toilets?	184	16
10	When you last visited the surgery, did you feel that you had confidence and trust in	180	20
	a) GPs?	199	1
	b) Nurses? c) Admin staff?	186	14
11	When you last visited the surgery, were you treated with dignity and respect by	178	22
	a) GPs?	199	1
	b) Nurses? c) Admin staff?	190	10
12	Do you have access to the internet?	134	66
13	Are you aware of our practice website?	56	144
14	Do you know what services we offer via the website?	42	158
15	In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by	118	82
	a) GPs?	82	118
	b) Pharmacists? c) Dentists?	122	78
16	In the last 6 months, have you attended A&E for an illness or condition which could have been treated elsewhere?	16	184

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If you wish to offer further comment on any of the questions above, please do so in the box below.

Comments: here are some examples of the comments we received:

- “Parking is not available.....”
- “ I have always found the Drs and staff to be extremely helpful, friendly and efficient”
- “I am always welcomed with a smile”
- “I do not like it that on occasions when you ring the practice you are asked to hold immediately sometimes before you have even spoken”
- “I couldn’t ask for better treatment and friendly environment with all the staff. All lovely”
- “I was told every Monday that there was nobody available to take blood.”
- “ it would be good to be able to book an appointment via the website”
- “ The staff are exceptional, the only negative thing I have to say is that wheelchair access could be better”
- “ Not enough treatments offered in this surgery”
- “ early and late appointments should be kept for those people who work”

We may need to contact you for further information on your comments. If you are willing to be contacted for this purpose, then please complete the details below and tell us how best to contact you:

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Name.....

Address.....

.....

Telephone/mobile.....

Email address.....

Preferred method of contact.....

We greatly value the views of our patients on ways in which we can develop our practice. It is only by gaining your views and opinions that we know what we are doing right, and how we can improve. Thank you very much for completing this questionnaire.

If you would like to join our Patient Participation Group, then please complete your contact details above, and tick the box below. You can obtain more information on our website:

www.drjainanddrgupta.nhs.uk

I would like to know more about the Patient Participation Group