

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	Action required? Yes/No	Actions agreed	Deadline for agreed actions
Accessing your GP services	When did you last see or speak to a GP at your GP Surgery?	In the past 2 weeks - 38.7% Between 2 wk & 3 mths 37.2% 3-6 mths ago 13.1% 6-12 mths ago 4.7% Over 12 mths ago 5.8%	No	N/A	N/A
	How often do you see or speak to your preferred GP?	Always or almost always 28.1% A lot of the time - 16.2% Some of the time - 30.8% Never or almost never - 10.3% Not tried at this GP surgery 14.6%	YES	Review allocation of GP appts, check staff are asking patients who their preferred GP is. Consider whether locum usage effects this.	30/04/2012
	When did you last see or speak to a nurse at your GP surgery?	In the past three months 50.3% 3-6 months ago 21.4% 6-12 months ago 11.8% More than 12 months ago 11.2% I've not seen a nurse yet. 5.3%	No	N/A	N/A
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very Easy 73.8% Fairly easy 24.6% Not very easy 0.5% Not at all easy 0.5% Have'nt tried 0.5%	No	N/A	N/A
	How helpful do you find the receptionists at your GP surgery?	Very Helpful 90.4% Fairly helpful 9.0% Not very helpful 0.0% Not helpful at all 0.0% Don't Know 0.5%	No	(Feedback positive findings to staff to help maintain high standard).	06/03/2012
	The last time you tried were you able to see or speak to someone within your desired timescale?	Yes 94.2% No 2.1% Can't remember 3.7%	No	N/A	N/A
	If you were unable to get an appointment or the appointment was inconvenient, why was that?	No appt's available on the day - 66% No appt's for time I wanted - 19.2% I couldn't see my preferred GP - 6.4% I could not book ahead - 1.3% Another Reason - 6.4%	Yes	Review and discuss appt system with clinicians to identify if a more effective model might improve this.	15/04/2012

Making an appointment	What did you do on that occasion?	Went to appt I was offered - 50.0% Got on appt for a difference day 40.2% Had a consultation over the phone 1.2% Went to A&E/a walk-in centre 2.4% Saw a pharmacist 3.7% Decided to contact surgery another time 0.0	Yes	This is part of Commissioning group work which we have just began, to monitor frequent visits to A&E Dept.	30/04/2012
	Overall how would you describe your experience of making an appointment?	1- Poor 0.0% 2 1.1% 3 - Ok 6.6% 4 30.1% 5 - Excellent 62.3%	Yes	Actions listed above, but also feedback overall positive findings to staff to help maintain high level.	30/04/2012
Waiting time	How long after your appointment time do you usually wait to be seen?	Don't norm have appt at particular time .3.2% Less than 5 Minutes 28.0% 5-15 minutes 66.7% More than 15mins 2.2% Can't remember 0.0%	Yes	Feedback findings to clinicians and discuss with them why appts may run so late. Identify if there is an education point for patients around booking 1 appt per 1 complaint. Put up posters to inform patients of booking more than 1 appt if they have more than 1 complaint.	13/05/2012
Your last GP or Nurse appointment	Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?	1 = Poor, 5 = Excellent (1) (2) (3) (4) (5) Given you enough time 0 2 18 66 98 Listened to you 0 4 19 63 99 Explained test & treatment 1 3 26 62 88 Involved you in decisions 1 7 28 55 91 Treated with care & concern 1 6 16 54 107	No	(Feedback positive findings to staff to help maintain high standard).	Next staff meeting (dd/mm/yy)
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	1 = Poor, 5 = Excellent (1) (2) (3) (4) (5) Given you enough time 1 0 8 49 119 Listened to you 0 0 7 48 121 Explained test & treatment 0 0 10 51 113 Involved you in decisions 0 0 8 52 113 Treated with care & concern 0 0 9 43 121	No	(Feedback positive findings to staff to help maintain high standard).	06/03/2012
Opening times	Is your GP surgery currently open at times convenient for you?	Yes 95.7 No 2.7 Don't know 1.6	NO	High percentage of satisfaction with hours of access.	N/A
	Which of the following additional hours would make it easier for you to see or speak to someone? (please tick all boxes that apply to you)	Before 8 am 20.0 Lunchtime 12.2 After 6.30pm 30.0 On Saturdays 32.8 On Sundays 10.6 None of these 14.4	No	Additional opening hours indicated here taken as 'wish list' hours as xx% indicated in the previous question that the surgery is open at convenient times for them.	N/A

Overall experience	Overall how would you rate your experience of your GP surgery?	1 - Poor 2 3 - Ok 4 5 - Excellent	0.0 0.0 5.8 37.4 56.8	Yes	Actions listed above to improve in all identified areas, but also feedback overall positive findings to staff to help maintain high level.	On going
	Would you recommend your GP surgery to someone who has just moved to the local area?	1 - Definitely not 2 3 - Maybe 4 5 - Definitely	0.0 2.2 4.3 25.8 67.7	Yes	Actions listed above to improve in all identified areas, but also feedback overall positive findings to staff to help maintain high level.	On going
Managing your health	Do you have a long standing health condition?	Yes No Don't Know/can't say	51.1 45.2 3.7	N/A	N/A	N/A
	If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?	Yes - Definitely Yes, to some extent No I Have'nt needed support Don't know/can't say N/A	45.5 21.1 3.3 8.9 5.7 15.4	Yes	Put up posters to promote the additional clinics that we run. Put up a suggestion box for additional clinics we could look at running.	31/05/2012
	Would you be interested if clinics were available to help you manage your condition?	Yes No	75.0 25.0	Yes	Put up suggestions box for additional clinics we could look at running. Look at whether we have any high levels of a condition that we can look at running an additional clinic for. Alternatively, identify and clearly sign post (using posters/leaflets/staff word of mouth) clinics available outside of the surgery to patients.	31/08/2012
OOH	Do you know how to contact an out-of-hours doctor?	Yes No	62.8 37.2	Yes	Bigger notice on Notice Board giving OOH instructions and phone numbers to promote OOH contact method to patients.	29/02/2012
	How do you feel about how quickly you received care from the out-of-hours GP service?	About Right It took too long Don't know/ doesn't apply	23.2 5.8 71.0	Yes	Send summary of patient feedback to OOH provider for their review/comments.	31/05/2012
	Overall how would you describe your experience of the out-of-hours service?	1 - Poor 2 3 - Ok 4 5 - Excellent	5.5 5.5 34.5 34.5 20.0	Yes	Send summary of patient feedback to OOH provider for their review/comments.	31/05/2012

<b>Additional questions</b>	Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)	<p>Yes 10.1</p> <p>No 89.9</p>	Yes	Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescription etc.	On going
<b>About you</b>	Are you male or female?	Female - 57.6% Male - 42.4%	N/A	N/A	N/A
	How old are you?	Under 18 - 3.2% 18- 24 - 7.9% 25-39 - 16.9% 40-54 - 37% 55-69 - 24.9% 70+ - 10.1%	N/A	N/A	N/A
	What is your ethnic group?	White British - 89.73% Whit Irish - Gypsy or Irish Traveller - White other - 7.59% White & Black Caribbean -0.54% White & Asian - 0.54% White & Black African - White mixed other - Indian - Pakistani - Bangladeshi - 0.18% Chinese - 0.54% African - Carribbean - Arab - Other ethnic group -	N/A	N/A	N/A
	Are you the parent or guardian of any children living at home?	Yes - No -	N/A	N/A	N/A
	Are you a deaf person using sign language?	Yes - No - 100%	N/A	N/A	N/A
	Which of these best describes you?	Never Smoked - 41.6% Former smoker - 42.4% Occ smoker - 6.4% Regular smoker - 9.6%	N/A	N/A	N/A
	Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long term physical or mental health, disability or problems related to old age?	No - 88% 1 - 9 hrs a week - 4.2% 10-19 hrs pw - 0.6% 20 - 34 hrs pw - 1.2% 35 - 49 hrs pw - 1.2% More than 50hrs pw - 4.8%	N/A	N/A	N/A
	Which of these best describes your sexuality?	Hetrosexual/straight - 93.8% Gay/Lesbian - 0.7% Bisexual - 0.7% I prefer not to say - 3.4% Other - 1.4%	N/A	N/A	N/A

	Which of these best describes your religion?	No Religion - 40.6% Buddhist - 53.5% Christian - Hindu - 0.6% Jewish - 1.8% Muslim - 0.6% Sikh - Other - 0.6% Prefer not to say - 2.3%	N/A	N/A	N/A
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