

Survey section	Survey Question	Survey results - "What you said" (Enter percentage results)	Contrast to last year's survey	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 two weeks - 25.8% Between 2 weeks & 3 Months -42.5% 3 - 6 months -12.5% 6 - 12 months -9.6% over 12 months -5.4% I have never seen a GP at my surgery - 4.2%	Lower percentage then last year in the past two weeks, slightly higher percentage between 2week and months.	No	N/A	N/A
	How often do you see or speak to your preferred GP?	Always of almost always - 19.7% A lot of the time - 16.7% Some of the time - 39.4% Never or almost never - 10.8% Not tried at this GP surgery - 13.3%	Decreased in: Always almost. Increased slightly in: A lot of the time answer.	Yes	Check staff are asking patients who their preferred GP is and explain GP working days.To increase telephone slots for each individual GP	14/03/2013
	When did you last see or speak to a nurse at your GP surgery?	In the past 3 months - 47.4% 3 - 6 months - 19.1% 6 - 12months -15.7% More than 12 months - 14.3% Never - 3.5	No significant change to last year.	No	N/A	N/A
	Generally, how easy is it to get through to somebody on the phone at your surgery?	Very Easy - 56.1% Fairly easy - 39.7% Not very easy -2.5% Not at all easy -0.4% Haven't tried - 1.3%	Decreased Very Easy access. Increased in all others scores.	Yes	Review telephone access to surgery, and check staff not on the line for to long with each individual patient, where not necessary.To use messaging between branch surgery keeping line open.	14/03/2013
	How helpful do you find the receptionists at your GP surgery?	Very Helpful - 89.8% Fairly Helpful -10.2% Not very helpful - 0.0% Not at all helpful -0.0% Don't know - 0.0%	No significant change to last year.	Yes	Feedback positive findings to staff to help maintain high standard/increase staff awareness.	Next staff meeting 05/03/2013
	The last time you tried were you able to see or speak to someone within your desired timescale?	Yes -86.3% No -11.6% Can't remember -2.1%	Slight decrease in being able to speak to somone in desired timescale.	No	N/A	N/A

Making an appointment	If you were unable to get an appointment or the appointment was inconvenient, why was that?	No appts on the day I wanted -69.2% No appts for the time I wanted -14.3% I couldn't see my preferred GP -4.4% I couldn't book ahead -4.4% Another Reason -7.7%	Slightly higher than last year although we did increase on the day appts to try to improve this.	Yes	Review and discuss appt system with clinicians to identify if a more effective model might improve this. Consider if offering more on-the-day appts as opposed to book-in-advance appts might help.	14/03/2013
	What did you do on that occasion?	Went to appt offered - 47.9% Got appt another day -38.5% Phone consultation -0.0% Went to A&E/WIC -0.0% Saw a pharmacist - 0.0% Contacted surgery another day -9.4% I didn't see or speak to anyone -4.2%	No significant change to last year.	Yes	Write to any patients using A&E incorrectly to minimise pressure on emergency care.	10/04/2013
Waiting time	How long after your appointment time do you usually wait to be seen?	Always on time- 9.1% Less than 5 mins - 35.3% 5 - 15 mins -53.0% More than 15 mins -1.7% Can't remember -0.9%	On time' and 'Less than 5 mins' improved this year. Lower percentages on more than 15 mins waiting time.	Yes	Feedback positive findings to clinicians. Discuss again why some appts may run 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.	Next staff meeting 05/03/2013
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?	AVERAGE RATINGS Listen to you -4.10 Explaining tests and treatments -4.06 Involving you with decisions about your care - 4.06 Treating you with dignity and respect - 4.27	Similarly high results to last year.	Yes	Feedback positive findings to staff to help maintain high standard/increase staff awareness.	Next staff meeting 05/03/2013
	Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?	AVERAGE RATINGS Listen to you -4.39 Explaining tests and treatments -4.36 Involving you with decisions about your care - 4.34 Treating you with dignity and respect - 4.40	Similarly high results to last year.	Yes	Feedback positive findings to staff to help maintain high standard/increase staff awareness.	Next staff meeting 05/03/2013
	Is your GP surgery currently open at times convenient for you?	Yes -92.5% No - 5.4% Don't know -2.1%	No significant change to last year.	No	High satisfaction with opening hours indicated.	N/A

Opening times	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 8am - 18.8% Lunch time -15.8% After 6.30pm -47.4% Saturdays - 35.3% Sundays - 15.0% None of these -9.0%	Increase in after 6:30pm and Increase for Sundays opening.	No	Additional opening hours indicated here taken as 'wish list' hours as 92.5% indicated in the previous question that the surgery is open at convenient times for them.	N/A
Managing your health	Do you have a long standing health condition?	Yes -46.0% No - 51.1% Don't know/can't say -3.0%	No change.	N/A	N/A	N/A
	Would you be interested if clinics were available to help you manage your condition?	Yes -39.3% No -29.8% Don't know - 30.9%	Percentage interested in additional clinics dropped this year, possibly due to actions last year to promote clinics. Will continue to promote clinics & signpost patients to talk to clinicians regarding long standing health conditions.	Yes	Continue with posters to promote the additional clinics that are already run. Identify if surgery has any high prevalence of a condition that can an additional clinic can be considered to cater for. Also, identify and clearly sign post (using posters/leaflets/staff word of mouth) clinics available outside of the surgery to patients.	21/03/2013
OOH	Do you know how to contact an out-of-hours doctor?	Yes -61.0% No -39.0%	Percentage on par with last year, to hand out patients leaflets with prescriptions advising patients to update their surgery contact details.	Yes	Continue to promote access to OOH. Hand out OOH leaflets with prescriptions. Posters in waiting room and staff word of mouth. Consider adding details to telephone message?	30/04/2013
	Overall how would you describe your experience of the out-of-hours service?	1 - Poor - 2.7% 2 - 5.3% 3 - ok - 34.7% 4 - 40.0% 5 - Excellent - 17.3%	Similarly good feedback on service from OOH.	Yes	Send summary of patient feedback to OOH provider for their review/comments.	30/04/2013
Additional questions	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)	Yes - 6.5% No -93.5%	No increase compared to last year.	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 as well as looking to identify further methods for recruiting group members.	On going
	Are you male or female?	Female -61.5% Male - 38.5%	No significant change to last year.	N/A	N/A	N/A

About you	How old are you?	Under 18 -2.2% 18- 24 - 7.0% 25-39 - 22.6% 40-54 -35.2% 55-69 -20.4% 70+ -12.6%	No significant change to last year.	N/A	N/A	N/A
	What is your ethnic group?	White - 96.5% Mixed/Multiple ethnicities - 1.3% Asian/British Asian - 1.7% Black/African/Caribbean/British Black - 0.4% Other ethnic group - 0.0%	No significant change to last year.	N/A	N/A	N/A
	Are you the parent or guardian of any children living at home?	Yes -25.9% No -74.1%	No significant change to last year.	N/A	N/A	N/A
	Are you a deaf person using sign language?	Yes - 0.5% No -99.5%	N/A	N/A	N/A	N/A
	Which of these best describes your religion?	No Religion -40.6% Buddhist -0.0% Christian -50.7% Hindu -0.0% Jewish -0.4% Muslim -0.9% Sikh -0.0% Other -2.6% Prefer not to say -4.8%	No significant change to last year.	N/A	N/A	N/A