

Patient Questionnaire Results - 2011

**Listed below are the results of this year's patient survey.
The results are stated as a % of the total number of patients taking part in the surgery.**

About You

Are you:	Male		Female				
	27%		50%				
How old are you	15+	20+	30+	40+	50+	60+	70+
	0	5%	9%	24%	15%	19%	27%
Do you have a long standing disability?				Yes		No	
				24%		75%	
Which ethnic group do you belong to?							
White	British/Mixed		White and Asian		Other ethic groups		
65%	2.5%						
Black or Black British	Chinese		Other mixed		Caribbean		
2.5%			2.5%		10%		
Indian/British	African		Pakistani/Brit		Other Black		
1.3%	5%				1.3%		
Asian or Asian British	Irish		Other Asian		Other White		
2.5%					6.3%		

About the practice

In the past 12 months, how many times have you seen a doctor from your practice?

None	1 or 2	3 or 4	5 or 6	7+
2.5 %	18%	28 %	19%	33%

How do you rate the hours that your practice is open for appointments?

Poor	Acceptable	Good	Excellent
4%	32%	43%	21%

What additional hours would you like the practice to be open?

Early morning	Lunch Times	Evenings	Weekends	I am satisfied
11.5%	4%	13%	27%	46%

Please note surgery already provides early & late commuter appointments

Thinking of times when you want to see a particular doctor?

How quickly do you usually get to see your doctor?

Same day	next working	within 5 working days	7 or more working
62%	16.5%	15%	6.5%

How do you rate this?

Poor	Acceptable	Good	Excellent
11%	29%	37%	23%

Thinking of times when you are willing to see any doctor

How quickly do you usually get seen?

Same day	Next day	Within 3 days	Within 4 days	5 or more days
77%	13%	8%	1%	1%

How do you rate this?

Poor	Acceptable	Good	Excellent
11%	24%	42%	23%

If you need to come in to GP urgently can you normally get help on the same day?

Yes	no	don't know/never needed to use this service
61%	10%	29%

How long do you usually have to wait at the practice for your consultation to begin?

5 minutes	6-10 minutes	11-20 minutes	21-30 minutes	more than 30 mins
8%	41%	39%	10%	3%

How do you rate this?

Poor	Acceptable	Good	Excellent
8%	46%	35%	11%

Reception

Think of the times you have phoned the practice, how do you rate the following:

Ability to get through to the practice on the telephone

Poor	Acceptable	Good	Excellent	Never Tried
46%	20%	16%	14%	4%

Ability to speak to a doctor on the phone when you have a question or need medical advice

Poor	Acceptable	Good	Excellent	Never Tried
13%	24%	20%	13%	30%

Respect shown for your privacy and confidentiality.

Poor	Acceptable	Good	Excellent
4%	18%	34%	44%

How do you rate repeat prescription service?

Acceptable	Needs Improvement
86%	14%

How do you rate our web site for information and facilities?

Acceptable	Needs Improvement	Not used
11%	4%	85%

How do you rate your email facility?

Acceptable	Needs Improvement
77%	23%

About the premises

How do you rate the cleanliness of the surgery?

Poor	Acceptable	Good	Excellent
0%	15%	41%	44%

How do you rate the waiting room?

Poor	Acceptable	Good	Excellent
1%	20%	49%	29%

How do you rate the surgery accessibility when you are moving about in the surgery e.g.: wheelchair, buggy

Poor	Acceptable	Good	Excellent
0	15%	55%	30%

About the staff

Are you happy with the way you are served by the reception staff?

Poor	Acceptable	Good	Excellent
4%	15%	25%	56%

The way you are served by the telephone staff.

Poor	Acceptable	Good	Excellent
3%	15%	40%	42%

The opportunity for making compliments or complaints to this practise about its service and quality of care.

Poor	Acceptable	Good	Excellent
9%	22%	43%	26%

Usual doctor

In general how often do you see your usual doctor?

Always	almost always	a lot of the time	some of the time	almost never
14%	35%	20%	27%	4%

How do you rate this?

Poor	Acceptable	Good	Excellent
10%	32%	33%	25%

Which doctor do you usually see?

Dr Selvanathan	Dr Nguyen	Dr Sau	Dr Zafar
45%	25%	19%	11%

Thinking about when you consult your usual doctor how do you rate the following?

How thoroughly does the doctor asks about your symptoms and how you are feeling

Poor	Acceptable	Good	Excellent
2%	18%	31%	49%

How well the doctor listens to what you have to say?

Poor	Acceptable	Good	Excellent
1%	22%	33%	44%

How well the doctor puts you at ease during your examination?

Poor	Acceptable	Good	Excellent
4%	22%	30%	44%

How much the doctor involves you in decisions about your care?

Poor	Acceptable	Good	Excellent
1%	23%	36%	40%

How well the doctor explains your problems or any treatment that you need?

Poor	Acceptable	Good	Excellent
1%	19%	35%	45%

The amount of time your doctor spends with you?

Poor	Acceptable	Good	Excellent
6%	24%	33%	37%

The doctor's patience with your question and worries.

Poor	Acceptable	Good	Excellent
4%	17%	42%	37%

The doctor's caring and concern for you?

Poor	Acceptable	Good	Excellent
1%	21%	40%	38%

In the last few months, when the doctor did a hospital referral for you, did they offer you a choice of which hospital to attend?

Yes	No	Not applicable
41%	21%	38%

If referred for a hospital appointments are you aware you can change the hospital appointment?

Yes	No	Not applicable
59%	20%	21%

About The Nurse?

Have you seen a Nurse from your practice in the past 12 months?

Yes	No
50%	50%

Thinking about the nurse that you have seen, how would you rate the following:

How well they listen to what you say?

Poor	Acceptable	Good	Excellent
0%	24%	34%	42%

The quality of care they provide?

Poor	Acceptable	Good	Excellent
0%	21%	26%	52%

How well they explain your health problems or any treatment that you need?

Poor	Acceptable	Good	Excellent
2%	19%	35%	44%

All things considered, how satisfied are you with your practice?

Poor
●

Acceptable
21%

Good
43%

Excellent
36%

Write down one item you think would most benefit or improve this surgery.

- Call display unit to call out patient names for the visually impaired
- Improve follow up of test results
- Preventative medicine
- Make reception more discreet & friendly
- Change appointments system
- Water fountain for patients
- Unhelpful reception staff who ignore patients at the counter
- More comfortable waiting room chairs
- Provide text reminders of appointments.

Is there anything particularly good about the health care you receive at this surgery?

- Good doctors who are also considerate
- The Nurses are good
- Surgery is pleasant, feels safe and professional
- Nurses and reception staff
- Staff listen to what you have to say.
- Friendly nature of the staff
- The telephone access to doctors
- I am listened to and get good service.

What annoys you most about the surgery?

- Getting though on the telephone
- Trying to book an appointment using the telephone
- Only able to discuss one problem at a 10 minute appointment
- Lack of continuity
- In my opinion reception staffs are not properly trained.

Thank you to all the patients who helped to provide the information for this survey.