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22th January 2013

Patient Reference Group – Patient Survey Consultation November 2012

Methodology

The Patient Survey used a number of different ways to collect feedback. An online survey was created using the surveymonkey.com on-line tool, which is DDA compliant. All patients who had provided mobile phone contact details were sent a SMS message advising them about the survey and directing them to the on-line survey.

Patients could also complete and email an attached Word version of the consultation back to bhc.prg@nhs.net, or print it and send it back by fax (01869 320314), post, or hand it in to the reception desk at the surgery. Paper copies were available at the surgery on request. Reception staff asked patients arriving for their appointments if they would mind completing a Patient Survey whilst at the surgery and collected the completed questionnaires.

The purpose of the Patient Survey is to benchmark the current provision for patients and to identify areas which the Patient Reference Group feels should be considered as priority areas for improvement.

Summary

The survey was completed by 330 patients, representing 2.8% of the total practice population. The age and ethnicity profile of the practice population and survey respondents were compared:-

Sex	Practice	Survey respondents	Previous Survey
Female	50%	53%	61%
Male	50%	29%	39%
Declined to answer		18%	0%

Age profile	Practice	Survey respondents	Previous Survey
Under 18yrs	18%	1%	0.5%
18 – 24 yrs	9%	3%	5%
25 – 34 yrs	15%	12%	13%
35 – 44 yrs	14%	11%	17%
45 – 54 yrs	16%	15%	21%
55 – 64 yrs	12%	20%	23%
65 – 74 yrs	8%	14%	15%
75 – 84 yrs	5%	5%	5%
85yrs and over	2%	1%	0.5%
Declined to respond		18%	

Partners:

Dr G C Moncrieff

Dr S P Attwood

Dr Helen Weaver

Dr R A Fox

Dr J Holt

Dr Claire Hutt

Assistants:

Dr Marlett Smit

Dr Kelly Gladwish-Harris

Dr Diana McEwen

Registrar: Dr Jennifer Saul

Practice Manager: Paul Netherton

Ethnicity (% of total where stated)	Practice	Survey respondents	Previous Survey
White British	87.7%	91.8%	92.8%
White Irish	0.5%	1.9%	1.9%
White Other	6.7%	4.1%	3.3%
White/Black Caribbean	0.3%	0.0%	0.0%
White/Black African	0.2%	0.0%	0.0%
White/Asian	0.3%	0.0%	0.0%
Mixed – Other	0.4%	0.4%	0.0%
Asian Indian	0.8%	0.7%	0.5%
Asian Pakistani	0.2%	0.0%	0.0%
Asian Bangladeshi	0.1%	0.0%	0.0%
Asian Other	0.9%	0.4%	0.0%
Black Caribbean	0.2%	0.0%	0.5%
Black African	0.6%	0.0%	0.5%
Black Other	0.1%	0.0%	0.0%
Chinese	0.5%	0.7%	0.5%
Other	0.5%	0.0%	0.0%
Percentage of total sample			
Declined/Not Stated	15.8%	16.1%	1.4%

Facilities

Getting in touch with the surgery by telephone was seen by 83.9% of respondents as easy or very easy (78.5% in the last Patient Survey), however 16% of respondents who had tried to make contact reported it was still not easy. (17% in last Patient Survey)

58% of all the respondents had tried to speak to a doctor, but of those that had, 24% felt it had not been an easy process (28.5% in last survey).

A third of all respondents had attempted to speak to a nurse by telephone, but 73% of those that had tried felt it was easy or very easy. (83% in last survey)

44% of all the respondents had needed to obtain test results by telephone and of those who did, 86% found obtaining test results by telephone easy or very easy (90% in last survey).

The reception staff were rated helpful or very helpful by 89% of respondents (87% in last survey), but 10% felt they had a poor experience (11% in last survey).

Over 98% of respondents felt access to the building was easy or very easy (no change on last survey).

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On cleanliness within the building, 97% of respondents rated positively (100% last survey), with 40% indicating they felt some improvement could be made (27% last survey).

On opening hours of the surgery, 60% of respondents were aware the surgery is open before 8.00am, 45% were aware the surgery is open during lunchtime and only 35% were aware the surgery is open after 6.30pm.

Seeing a Doctor

97% of respondents knew who their usual doctor is.

When respondents saw their usual doctor, the details of the consultation were consistently rated good to excellent at almost 90% (80% in last survey), only time spent with the doctor being lower at 81% (80% last survey). 88% of respondents felt their usual doctor knew their medical history (88% last survey).

When respondents saw any doctor details of the consultation were rated good to excellent by over 70% of respondents, with again time spent with the doctor registering only slightly lower rating at 69%. (same as last survey)

48.4% of the respondents reported waiting between 5 and 15 minutes after their appointment time (53.3% last survey), with a further 19.6% (27% last survey) noting a wait of 15 – 30 minutes. 52% of respondents felt the wait was acceptable (45% last survey) whilst 32% felt it was still too long (41% last survey).

On time spent with the doctor, 57% of respondents reported they spent up to 10 minutes and 37% spent 10 to 30 minutes. 85% of respondents felt they had the right amount of time, but 14% felt it was too little.

Respondents' confidence and trust in the doctor was 97% overall (94% last survey), with 81% (76.2% last survey) stating they definitely felt trust and confidence. 86% (92% last survey) expressed satisfaction with the care given at the surgery, 64% stating they were very satisfied (62.6% last survey).

On needing to see a doctor urgently on the same day, of those respondents who stated they had tried (69 of 229 respondents), 25% reported they were unable to get an urgent appointment on the same day (20.6% in last survey).

89% of respondents would consider recommending the surgery to somebody who had just moved to the area.

Telephone Consultations

64% of all respondents were aware of the availability of telephone consultations with most doctors (48.4% last survey) and 55% had taken a telephone appointment (39% last survey).

Of those who had used a telephone appointment, 32% were for a new problem (41% last survey) and 47% for a follow up (35% last survey). 97% of respondents were called by the doctor at the expected time (90% last survey) and 91% felt their problem had been

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resolved after the telephone consultation (89.2% last survey). 66% of respondents did not need a further appointment after the telephone consultation (54% last survey).

Looking at the responses of all respondents, 74% would consider making an appointment for a telephone consultation in the future (71% last survey).

Nurse Consultations

Around 55% (last survey 75%) of respondents had seen a practice nurse, with 79% (77% last survey) of those that had reporting they felt the nurse knew enough about their condition or treatment. 80% (98.5% last survey) of those that had asked the practice nurse questions had received answers to some or all of their questions. When there was a need for the nurse to take action, 81% (96.8% last survey) of respondents felt the action was appropriate. In consultation, listening and quality of care provided achieved a rating from good to excellent of over 93% (91% last survey). 90% (88.2% last survey) of respondents felt the explanation of treatment or health problems was good to excellent.

The full question responses report follows this page.

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


1. In the past 6 months how easy have you found the following ?

	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried	RatingCount
Getting through on the phone	23.0% (76)	54.8% (181)	12.1% (40)	2.7% (9)	0.0% (0)	7.3% (24)	330
Speaking to a Doctor on the phone	13.0% (43)	30.0% (99)	10.3% (34)	3.3% (11)	0.9% (3)	42.4% (140)	330
Speaking to a Nurse on the phone	4.5% (15)	19.7% (65)	5.2% (17)	3.6% (12)	1.2% (4)	65.8% (217)	330
Obtaining test results by phone	16.7% (55)	21.2% (70)	4.8% (16)	1.2% (4)	3.3% (11)	52.7% (174)	330
AnsweredQuestion							330
SkippedQuestion							0





2. How do you normally book your appointments to see a doctor or nurse at the Surgery? Tick all that apply

		ResponsePercent	ResponseCount
In person		32.1%	106
By phone		88.8%	293
By fax		0.0%	0
Online		0.3%	1
Digital TV		0.0%	0
Doesn't apply		1.2%	4
		AnsweredQuestion	330
		SkippedQuestion	0

3. How helpful do you find the receptionists at the Surgery ?

		ResponsePercent	ResponseCount
Very		48.5%	160
Fairly		40.0%	132
Not very		7.9%	26
Not at all		1.8%	6
I have not had any contact		1.8%	6
		AnsweredQuestion	330
		SkippedQuestion	0






4. How easy do you find getting into the building at the surgery ?

		ResponsePercent	ResponseCount
Very easy		79.1%	261
Fairly easy		19.1%	63
Not very easy		1.2%	4
Not at all easy		0.0%	0
Don't know / Have not attended		0.6%	2
		AnsweredQuestion	330
		SkippedQuestion	0



5. As far as you know, is the surgery open

		ResponsePercent	ResponseCount
Before 8am		60.3%	199
at Lunchtime		44.8%	148
After 6.30pm		34.5%	114
On Saturdays		5.8%	19
On Sundays		0.3%	1
		AnsweredQuestion	330
		SkippedQuestion	0







6. How clean is the GP surgery ?

		ResponsePercent	ResponseCount
Very clean		59.7%	197
Fairly clean		37.3%	123
Not very clean		2.4%	8
Not at all clean		0.3%	1
Don't know/Have not attended		0.3%	1
		AnsweredQuestion	330
		SkippedQuestion	0

7. Do you know who your Usual Doctor is?

		ResponsePercent	ResponseCount
Yes		96.7%	318
No		3.3%	11
		AnsweredQuestion	329
		SkippedQuestion	1

8. Who is your USUAL doctor?

		ResponsePercent	ResponseCount
Dr Moncrieff		22.9%	70
Dr Attwood		15.7%	48
Dr Weaver		18.6%	57
Dr Fox		15.7%	48
Dr Holt		13.7%	42
Dr Hutt		13.4%	41
		AnsweredQuestion	306
		SkippedQuestion	24

9. Thinking of when you consult your USUAL doctor, how do you rate the following ?

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	RatingCount
How thoroughly the doctor asks about your symptoms and how you are feeling ?	1.3% (4)	2.0% (6)	5.6% (17)	14.7% (45)	22.9% (70)	52.0% (159)	1.6% (5)	306
How well the doctor listens to what you have to say ?	2.0% (6)	3.3% (10)	4.6% (14)	13.1% (40)	23.9% (73)	52.3% (160)	1.0% (3)	306
How well the doctor puts you at ease during your physical examination	1.6% (5)	2.0% (6)	4.6% (14)	11.4% (35)	22.2% (68)	49.0% (150)	9.2% (28)	306
How much the doctor involves you in decisions about your care ?	2.3% (7)	1.6% (5)	6.2% (19)	14.1% (43)	20.9% (64)	50.7% (155)	4.2% (13)	306
How well the doctor explains your problems or any treatment that you need ?	2.0% (6)	1.3% (4)	5.6% (17)	15.0% (46)	19.6% (60)	54.9% (168)	1.6% (5)	306
The amount of time the doctor spends with you ?	2.3% (7)	5.9% (18)	9.8% (30)	16.7% (51)	23.2% (71)	41.2% (126)	1.0% (3)	306
How patient the doctor is with your questions or worries	2.0% (6)	2.6% (8)	6.5% (20)	14.1% (43)	23.9% (73)	47.7% (146)	3.3% (10)	306
Does the doctor display care and concern for you	2.3% (7)	2.9% (9)	5.2% (16)	12.1% (37)	22.5% (69)	52.6% (161)	2.3% (7)	306
AnsweredQuestion								306
SkippedQuestion								24

10. In your opinion how much does your doctor know about your medical history?

		ResponsePercent	ResponseCount
A lot		55.6%	170
Fair amount		32.4%	99
A little		10.5%	32
Nothing		1.6%	5
AnsweredQuestion			306
SkippedQuestion			24

11. At the last consultation how good was your doctor at each of the following? (Please tick one box in each line)

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	RatingCount
Being polite	1.3% (4)	1.0% (3)	2.0% (6)	9.2% (28)	20.9% (64)	65.0% (199)	0.7% (2)	306
Providing or arranging treatment for you	1.6% (5)	2.0% (6)	5.3% (16)	7.6% (23)	22.0% (67)	57.2% (174)	4.3% (13)	304
AnsweredQuestion								306
SkippedQuestion								24



12. Did you have confidence and trust in the doctor you saw?

		ResponsePercent	ResponseCount
Yes, definitely		81.0%	248
Yes, to some extent		15.7%	48
No, not at all		2.6%	8
Don't know / can't say		0.7%	2
AnsweredQuestion			306
SkippedQuestion			24

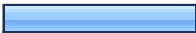




13. Please decide how strongly you agree or disagree with the following statements by ticking one box in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply	RatingCount
This doctor will keep information about me confidential	2.6% (8)	0.7% (2)	2.6% (8)	24.2% (74)	69.0% (211)	1.0% (3)	306
This doctor is honest and trustworthy	2.9% (9)	0.3% (1)	4.2% (13)	19.3% (59)	72.9% (223)	0.3% (1)	306
AnsweredQuestion							306
SkippedQuestion							24



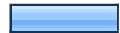


14. I would be completely happy to see this doctor again

		ResponsePercent	ResponseCount
Yes		96.7%	296
No		3.3%	10
		AnsweredQuestion	306
		SkippedQuestion	24






15. Which of the following best describes the reason you last saw your doctor? (Please tick all the boxes that apply)

		ResponsePercent	ResponseCount
To ask for advice		17.0%	52
Because of an ongoing problem		49.7%	152
For treatment (including prescriptions)		35.6%	109
Because of a one-off problem		18.3%	56
For a routine check		18.0%	55
		Other (please specify)	12
		AnsweredQuestion	306
		SkippedQuestion	24






16. On a scale of 1 to 5, how important to your health and wellbeing was your reason for the last visit to your doctor?

		ResponsePercent	ResponseCount
1 Not very important		1.0%	3
2.		2.0%	6
3.		9.5%	29
4.		22.2%	68
5 Vey important		65.4%	200
		AnsweredQuestion	306
		SkippedQuestion	24

17. In general, how satisfied are you with the care you get at the surgery?

		ResponsePercent	ResponseCount
Very satisfied		64.1%	196
Fairly satisfied		21.9%	67
Neither satisfied nor dissatisfied		4.6%	14
Quite dissatisfied		5.6%	17
Very dissatisfied		3.9%	12
		AnsweredQuestion	306
		SkippedQuestion	24

18. When you see any doctor, which doctor do you see?

		ResponsePercent	ResponseCount
Dr Smit		17.0%	49
Dr Gladwish-Harris		11.1%	32
Dr McEwen		1.4%	4
Dr Saul		4.9%	14
Don't know		65.6%	189
		AnsweredQuestion	288
		SkippedQuestion	42

19. Thinking of when you consult ANY doctor how do you rate the following ?

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	RatingCount
How thoroughly the doctor asks about your symptoms and how you are feeling ?	1.0% (3)	0.3% (1)	5.6% (16)	16.7% (48)	30.6% (88)	25.0% (72)	20.8% (60)	288
How well the doctor listens to what you have to say ?	1.0% (3)	0.3% (1)	4.9% (14)	17.7% (51)	27.4% (79)	28.1% (81)	20.5% (59)	288
How well the doctor puts you at ease during your physical examination	1.4% (4)	0.0% (0)	6.3% (18)	16.0% (46)	24.0% (69)	27.4% (79)	25.0% (72)	288
How much the doctor involves you in decisions about your care ?	1.4% (4)	1.4% (4)	6.3% (18)	16.3% (47)	23.6% (68)	29.2% (84)	21.9% (63)	288
How well the doctor explains your problems or any treatment that you need ?	1.0% (3)	1.7% (5)	4.5% (13)	18.1% (52)	25.3% (73)	28.8% (83)	20.5% (59)	288
The amount of time the doctor spends with you ?	1.7% (5)	2.1% (6)	6.3% (18)	19.8% (57)	25.7% (74)	24.0% (69)	20.5% (59)	288
How patient the doctor is with your questions or worries	1.4% (4)	0.7% (2)	6.3% (18)	15.6% (45)	25.7% (74)	29.2% (84)	21.2% (61)	288
Does the doctor display care and concern for you	1.4% (4)	1.0% (3)	7.6% (22)	13.5% (39)	26.4% (76)	28.8% (83)	21.2% (61)	288
AnsweredQuestion								288
SkippedQuestion								42

20. In your opinion how much does your doctor know about your medical history?

		ResponsePercent	ResponseCount
A lot		21.5%	62
Fair amount		40.6%	117
A little		24.0%	69
Nothing		13.9%	40
		AnsweredQuestion	288
		SkippedQuestion	42

21. How good was your doctor recently at each of the following? (Please tick one box in each line)

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply	RatingCount
Being polite	1.4% (4)	0.0% (0)	2.1% (6)	13.5% (39)	21.9% (63)	43.4% (125)	17.7% (51)	288
Providing or arranging treatment for you	1.4% (4)	2.8% (8)	3.5% (10)	12.8% (37)	22.2% (64)	35.8% (103)	21.5% (62)	288
							AnsweredQuestion	288
							SkippedQuestion	42



22. Did you have confidence and trust in the doctor you saw?

		ResponsePercent	ResponseCount
Yes, definitely		61.5%	177
Yes, to some extent		22.6%	65
No, not at all		0.7%	2
Don't know / can't say		15.3%	44
AnsweredQuestion			288
SkippedQuestion			42

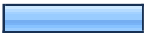




23. Please decide how strongly you agree or disagree with the following statements by ticking one box in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply	RatingCount
This doctor will keep information about me confidential	3.1% (9)	0.3% (1)	4.2% (12)	26.7% (77)	48.3% (139)	17.4% (50)	288
This doctor is honest and trustworthy	3.1% (9)	0.0% (0)	4.9% (14)	23.3% (67)	51.4% (148)	17.4% (50)	288
AnsweredQuestion							288
SkippedQuestion							42






24. I would be completely happy to see this doctor again

		ResponsePercent	ResponseCount
Yes		87.8%	253
No		12.2%	35
		AnsweredQuestion	288
		SkippedQuestion	42



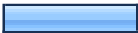


25. Which of the following best describes the reason you saw the doctor recently? (Please tick all the boxes that apply)

		ResponsePercent	ResponseCount
To ask for advice		12.2%	35
Because of an ongoing problem		30.6%	88
For treatment (including prescriptions)		28.1%	81
Because of a one-off problem		31.9%	92
For a routine check		15.6%	45
		Other (please specify)	38
		AnsweredQuestion	288
		SkippedQuestion	42

26. On a scale of 1 to 5, how important to your health and wellbeing was your reason for your last visit to your doctor?

		ResponsePercent	ResponseCount
1 Not very important		4.5%	13
2		1.7%	5
3		15.6%	45
4		20.5%	59
5 Very important		57.6%	166
		AnsweredQuestion	288
		SkippedQuestion	42





27. In general, how satisfied are you with the care you get at the surgery?

		ResponsePercent	ResponseCount
Very satisfied		55.6%	160
Fairly satisfied		26.0%	75
Neither satisfied nor dissatisfied		11.8%	34
Quite dissatisfied		3.8%	11
Very dissatisfied		2.8%	8
		AnsweredQuestion	288
		SkippedQuestion	42

28. Thinking of your last routine appointment with your doctor, when you were in the surgery, how long after your appointment time did you wait to be seen?

		ResponsePercent	ResponseCount
I didn't have an appointment at a specific time		0.7%	2
I was seen on time		7.1%	20
Less than 5 minutes		14.9%	42
5 - 15 minutes		48.4%	136
15 - 30 minutes		19.6%	55
More than 30 minutes		5.3%	15
Can't remember		3.9%	11
		AnsweredQuestion	281
		SkippedQuestion	49




29. How do you feel about how long after your appointment time you had to wait?

		ResponsePercent	ResponseCount
I didn't have to wait long		51.6%	145
I had to wait a bit too long		30.6%	86
I had to wait far too long		6.0%	17
No opinion / doesn't apply		11.7%	33
		AnsweredQuestion	281
		SkippedQuestion	49





30. At your last consultation, how much time did you spend with the Dr?

		ResponsePercent	ResponseCount
Less than 5 mins		6.4%	18
Between 5 & 9 mins		50.5%	142
10 - 19 mins		35.2%	99
20 - 29 mins		2.5%	7
30 - 39 mins		0.4%	1
40 mins or longer		0.0%	0
Can't remember		5.0%	14
		AnsweredQuestion	281
		SkippedQuestion	49




31. In your opinion was this the right amount of time?

		ResponsePercent	ResponseCount
Right amount		85.1%	239
Too little		13.9%	39
Too much		1.1%	3
		AnsweredQuestion	281
		SkippedQuestion	49


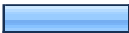

32. How important is it to you that you see a specific GP when coming to this practice?

		ResponsePercent	ResponseCount
Prefer not to say		1.8%	5
Not at all important		10.3%	29
Fairly important		38.4%	108
Very important		49.5%	139
		AnsweredQuestion	281
		SkippedQuestion	49



33. Were you able to see the GP you wanted to see?

		ResponsePercent	ResponseCount
Yes		75.4%	212
No		18.5%	52
Don't know		6.0%	17
		AnsweredQuestion	281
		SkippedQuestion	49





34. Did you feel you were treated with respect and dignity while you were in the surgery?

		ResponsePercent	ResponseCount
Yes, always		88.6%	249
Yes, sometimes		11.0%	31
No		0.4%	1
		AnsweredQuestion	281
		SkippedQuestion	49







35. Have you had discussions in the past 6 months with a Doctor or Nurse about how best to deal with your health problems?

		ResponsePercent	ResponseCount
Yes		73.7%	207
No		26.3%	74
		AnsweredQuestion	281
		SkippedQuestion	49


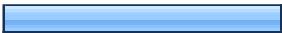
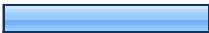
36. Over the last 6 months when you visited your GP's surgery, how often has the Dr given you enough information about your condition or treatment?

		ResponsePercent	ResponseCount
All of the time		66.9%	188
Most of the time		24.2%	68
Some of the time		7.5%	21
Never or hardly ever		1.4%	4
		AnsweredQuestion	281
		SkippedQuestion	49



37. Would you recommend the Surgery to someone who has just moved to your local area.?

		ResponsePercent	ResponseCount
Yes		79.7%	224
Might		9.3%	26
Not sure		5.7%	16
Probably not		2.8%	8
Definitely not		1.4%	4
Don't know		1.1%	3
		AnsweredQuestion	281
		SkippedQuestion	49

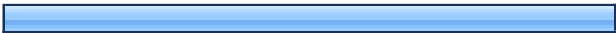

38. If you need to see a doctor urgently, can you normally get an appointment for the same day?

		ResponsePercent	ResponseCount
Yes		57.1%	160
No		24.6%	69
Don't know/never necessary		18.2%	51
		AnsweredQuestion	280
		SkippedQuestion	50






39. Did you know that you can book a telephone consultation with some doctors when they are working in the practice ?

		ResponsePercent	ResponseCount
Yes		64.2%	179
No		35.8%	100
		AnsweredQuestion	279
		SkippedQuestion	51



40. Have you ever had a telephone consultation?

		ResponsePercent	ResponseCount
Yes		54.8%	153
No		45.2%	126
		AnsweredQuestion	279
		SkippedQuestion	51



41. Was the telephone consultation for:

		ResponsePercent	ResponseCount
New urgent problem		20.4%	31
New routine problem		11.8%	18
Follow up		46.7%	71
Could not get a face to face appointment		14.5%	22
Other (please specify)		6.6%	10
		AnsweredQuestion	152
		SkippedQuestion	178

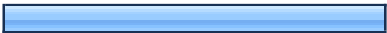

42. Did the doctor phone you when you expected?

		ResponsePercent	ResponseCount
Yes		96.7%	147
No		3.3%	5
		AnsweredQuestion	152
		SkippedQuestion	178



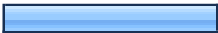
43. Was the doctor able to deal with your problem by telephone?

		ResponsePercent	ResponseCount
Yes		90.8%	138
No		9.2%	14
		AnsweredQuestion	152
		SkippedQuestion	178


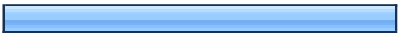
44. After the telephone consultation, did you need to have a follow-up face-to-face appointment?

		ResponsePercent	ResponseCount
Yes		34.2%	52
No		65.8%	100
		AnsweredQuestion	152
		SkippedQuestion	178





45. Would you consider making an appointment for a telephone consultation with a doctor in future?

		ResponsePercent	ResponseCount
Yes		74.1%	206
No		6.8%	19
Don't know		19.1%	53
		AnsweredQuestion	278
		SkippedQuestion	52




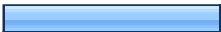
46. In the last 6 months have you seen a nurse at your surgery on your own behalf (do not include visits to a nurse on behalf of a child or another adult)

		ResponsePercent	ResponseCount
Yes		65.0%	180
No		35.0%	97
		AnsweredQuestion	277
		SkippedQuestion	53

47. Thinking about the last time you saw a nurse at your surgery on your own behalf in your opinion did the nurse know enough about your condition or treatment?

		ResponsePercent	ResponseCount
Yes		79.0%	143
Something but not enough		8.8%	16
Little or nothing		3.3%	6
Can't say		8.8%	16
		AnsweredQuestion	181
		SkippedQuestion	149

48. On that occasion did the nurse answer the questions that you asked?

		ResponsePercent	ResponseCount
Yes all		73.5%	133
Some		6.1%	11
None		1.1%	2
I did not ask any		19.3%	35
		AnsweredQuestion	181
		SkippedQuestion	149




49. On that occasion do you feel that the nurse took appropriate action to deal with the reason(s) for your visit (that is, gave you the right medicine, treatment, tests, advice etc.)

		ResponsePercent	ResponseCount
There was no need to take action		14.9%	27
Yes		80.7%	146
No		2.2%	4
Can't say		2.2%	4
AnsweredQuestion			181
SkippedQuestion			149

50. Thinking about the nurse you have seen, how do you rate the following

	Very poor	Poor	Fair	Good	Very good	Excellent	RatingCount
How well she listens to you ?	0.0% (0)	1.1% (2)	3.9% (7)	21.0% (38)	37.6% (68)	36.5% (66)	181
The quality of care provided ?	0.0% (0)	2.8% (5)	2.2% (4)	17.7% (32)	38.1% (69)	39.2% (71)	181
How well she explains your health problems or any treatment needed	0.0% (0)	2.2% (4)	8.3% (15)	16.6% (30)	35.4% (64)	37.6% (68)	181
AnsweredQuestion							181
SkippedQuestion							149










51. Are you male or female ?

		ResponsePercent	ResponseCount
Female		63.5%	176
Male		35.0%	97
Don't wish to answer		1.4%	4
		AnsweredQuestion	277
		SkippedQuestion	53






52. Which category below includes your age?

		ResponsePercent	ResponseCount
Under 18		0.7%	2
18 – 24		3.6%	10
25 – 34		14.8%	41
35 – 44		13.0%	36
45 – 54		17.7%	49
55 - 64		24.2%	67
65 - 74		17.0%	47
75 - 84		5.8%	16
85 and over		1.1%	3
Do not wish to disclose		2.2%	6
		AnsweredQuestion	277
		SkippedQuestion	53




53. Which of the following categories best describes your employment status?

		ResponsePercent	ResponseCount
Full-time paid work (30 hrs or more per week)		43.7%	121
Part-time paid work (under 30 hrs per week)		17.0%	47
Full-time education (school, college, university)		1.4%	4
Unemployed		1.1%	3
Permanently sick or disabled		1.4%	4
Fully retired from work		24.5%	68
Looking after the home		5.1%	14
I would rather not say		2.2%	6
Doing something else (please specify)		3.6%	10
		AnsweredQuestion	277
		SkippedQuestion	53

54. What is your ethnic group?

		ResponsePercent	ResponseCount
White		94.9%	263
Mixed		0.4%	1
Asian or Asian British		1.1%	3
Black or Black British		0.0%	0
Chinese or other ethnic group		0.7%	2
I do not wish to say		2.9%	8
		AnsweredQuestion	277
		SkippedQuestion	53

55. Please choose your ethnic group

		ResponsePercent	ResponseCount
British		93.9%	247
Irish		1.9%	5
Any other white background		4.2%	11
		AnsweredQuestion	263
		SkippedQuestion	67

56. Please choose your ethnic group

		ResponsePercent	ResponseCount
White & Black Caribbean		0.0%	0
White & Black African		0.0%	0
White & Asian		0.0%	0
Any other Mixed background		100.0%	1
		AnsweredQuestion	1
		SkippedQuestion	329

57. Please choose your ethnic group

		ResponsePercent	ResponseCount
Indian		66.7%	2
Pakistani		0.0%	0
Bangladeshi		0.0%	0
Any other Asian background		33.3%	1
		AnsweredQuestion	3
		SkippedQuestion	327

58. Please choose your ethnic group

	ResponsePercent	ResponseCount
Caribbean	0.0%	0
African	0.0%	0
Any other Black background	0.0%	0
AnsweredQuestion		0
SkippedQuestion		330

59. Please choose your ethnic group

	ResponsePercent	ResponseCount
Chinese	100.0%	2
Any other ethnic group	0.0%	0
AnsweredQuestion		2
SkippedQuestion		328

60. Your postcode (optional - it helps us analyse responses by zones within our practice area but will not be used to identify individuals)

	ResponsePercent	ResponseCount
Post Code: <input type="text"/>	100.0%	224
	AnsweredQuestion	224
	SkippedQuestion	106

Page 4, Q15. Which of the following best describes the reason you last saw your doctor? (Please tick all the boxes that apply)

1	In the capacity of Carer for my Wife	Nov 16, 2012 11:31 PM
2	Extra Pregnancy check-up requested by the JR silver star unit	Nov 4, 2012 10:57 AM
3	My Doctor knows me and looks after me very well, he puts my mind at ease and makes me feel really good about myself.	Nov 4, 2012 10:30 AM
4	For my son problem.	Nov 2, 2012 12:55 AM
5	I saw Dr Moncrief 31st August. Was told to make appointment with a nurse who monitors 'events' (heart recorder) at the desk. Was told she would call me on 6th Sept to make an appointment. She called but said patients don't usually make the appointment! This is usually done by the doctor! (need to tell Doctor this - not me) Said she would call in about 2 to 3 weeks to make appointment. Still waiting after 8 weeks? What is her system?? Has she got one?? I think I have been forgotten.... Call me on Confidential patient info redacted	Nov 1, 2012 9:10 PM
6	Not a full Check ?	Oct 25, 2012 1:31 PM
7	To explain details from a hospital letter in layman's language.	Oct 23, 2012 6:00 PM
8	Skin irregularity	Oct 21, 2012 7:44 AM
9	This all relates to Dr Weaver as my usual Dr was not available as is becoming a common theme	Oct 20, 2012 3:05 PM
10	MS	Oct 19, 2012 7:21 PM
11	Very heavy cold symptoms	Oct 19, 2012 6:52 PM
12	few aches and pains- Dr Fox suggested preventative checks and we are both happy with the results	Oct 18, 2012 5:26 PM

Page 5, Q25. Which of the following best describes the reason you saw the doctor recently? (Please tick all the boxes that apply)

1	Not seen another Doctor recently	Nov 16, 2012 11:37 PM
2	none seen	Nov 12, 2012 11:01 AM
3	Had to have a lump examined, and was told I was getting referred to hospital, I have not had my referral yet and that was Feb? It's now Nov??	Nov 4, 2012 9:17 PM
4	Not applicable. Have not had reason to see any other doctor	Nov 4, 2012 4:46 PM
5	This situation has not arisen	Nov 4, 2012 4:26 PM
6	The doctor I have seen is Dr Hut but her name does not appear on the list	Nov 3, 2012 7:08 PM
7	did not see any doctor only my own	Nov 2, 2012 11:53 PM
8	See earlier note re Nurses	Nov 1, 2012 9:11 PM
9	N/A	Nov 1, 2012 7:29 PM
10	Have not seen any doctor other than my usual one so far.	Nov 1, 2012 7:28 PM
11	There is no other area to let you know in this survey but if you were to ask about the pharmacy staff all of them are very good except one. She is a very small framed thin lady who constantly ignores you for a long time at the desk and then will just acknowledge you by nodding her head ! she's rude and impolite with a horrible attitude and has no customer service skills.	Nov 1, 2012 10:55 AM
12	prefer not to say	Oct 24, 2012 10:35 AM
13	I have never seen a doctor! I saw a nurse. She was extremely helpful and polite.	Oct 24, 2012 9:54 AM
14	Prefer to see my own Doctor. Some of the doctors on the 'any' list re good. Doctor Moncrieff however has proved to be a very poor substitute on at least 3 occasions, I will never take another appointment with him again.	Oct 23, 2012 6:05 PM
15	Didn't see anyone else	Oct 23, 2012 6:05 AM
16	prefer not to say	Oct 22, 2012 4:49 PM

Page 5, Q25. Which of the following best describes the reason you saw the doctor recently? (Please tick all the boxes that apply)

17	does not apply becuse I always see Dr Moncrief	Oct 21, 2012 4:44 PM
18	Haven't seen any different Dr in last 6 months	Oct 21, 2012 3:58 PM
19	problem after an operation	Oct 21, 2012 3:14 PM
20	Skin irregularity	Oct 21, 2012 7:46 AM
21	Does not apply	Oct 20, 2012 4:33 PM
22	Not seen by other	Oct 20, 2012 11:22 AM
23	Haven't seen another dr	Oct 20, 2012 11:10 AM
24	have never seen another doctor	Oct 19, 2012 7:03 PM
25	Re. Question 18: The doctor I saw was Dr Fox but his name was unavailable to choose from the list!	Oct 19, 2012 7:00 PM
26	I saw Dr Wriggloy (not in list) excuse spelling	Oct 19, 2012 6:57 PM
27	Heavy cold symptoms	Oct 19, 2012 6:54 PM
28	To join this dr practice	Oct 19, 2012 6:44 PM
29	I can't answer this section as I haven't seen 'any doctor' for well over a year. This applies to page as a whole.	Oct 19, 2012 6:14 PM
30	Prefer not to say	Oct 19, 2012 4:10 PM
31	Prefer not to say	Oct 19, 2012 2:20 PM
32	prefer not to say	Oct 18, 2012 9:44 AM
33	Prefer not to say	Oct 18, 2012 9:07 AM
34	Prefer not to answer	Oct 16, 2012 4:36 PM
35	Never seen another doctor	Oct 16, 2012 3:55 PM

Page 5, Q25. Which of the following best describes the reason you saw the doctor recently? (Please tick all the boxes that apply)

36	Prefer not to say	Oct 16, 2012 3:41 PM
37	Prefer not answer	Oct 16, 2012 3:20 PM
38	prefer not to answer	Oct 16, 2012 2:52 PM

Page 9, Q41. Was the telephone consultation for:

1	Query about letters to be sent	Nov 9, 2012 5:39 PM
2	rather not say	Nov 8, 2012 4:51 PM
3	another family member	Oct 24, 2012 10:26 AM
4	prefer not to say	Oct 24, 2012 10:03 AM
5	prescription	Oct 20, 2012 12:18 PM
6	Consultation with nurse practitioner for urgent prescription for additional painkillers following discharge from JR A&E	Oct 19, 2012 7:06 PM
7	Advise	Oct 19, 2012 7:00 PM
8	Had a new symptom and was unsure if I needed to see a doctor so called rather than waste his time with appointment	Oct 19, 2012 6:57 PM
9	checking about taking medication due to hospital appointment	Oct 18, 2012 11:02 AM
10	ongoing problem	Oct 16, 2012 9:50 PM

Page 13, Q53. Which of the following categories best describes your employment status?

1	at home due to severe depression	Nov 8, 2012 3:49 PM
2	self employed	Nov 8, 2012 3:32 PM
3	Retired, but retained and used as a consultant	Nov 4, 2012 4:34 PM
4	full time carer for my mother in my home	Nov 2, 2012 9:52 AM
5	self employed	Nov 1, 2012 8:19 PM
6	Currently on maternity leave	Oct 19, 2012 7:08 PM
7	self employed 50hrs or more per week	Oct 16, 2012 6:23 PM
8	Partially retired	Oct 16, 2012 3:57 PM
9	Full time education	Oct 16, 2012 3:28 PM
10	Full time Carer	Oct 16, 2012 12:02 PM

Pages 50 to 73 of this report contain the postcodes of survey respondents and have been redacted in the interest of patient confidentiality.