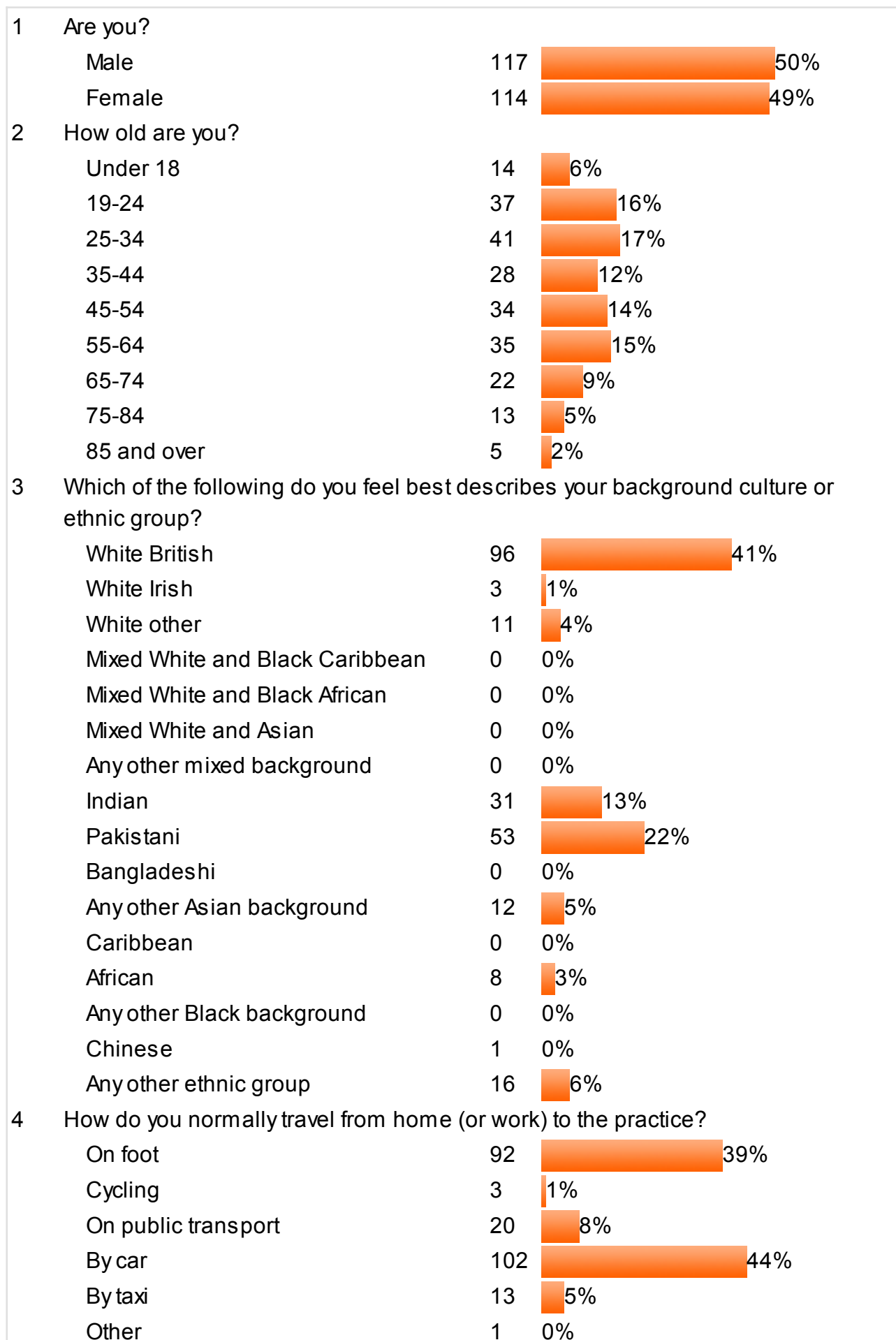


## 2012 / 2013 Patient Survey Results

The results so far are shown below.

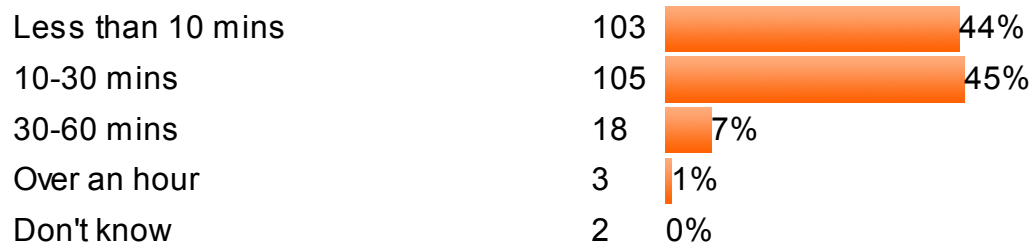
Total responses: 231



4 a) If you selected other, please state:

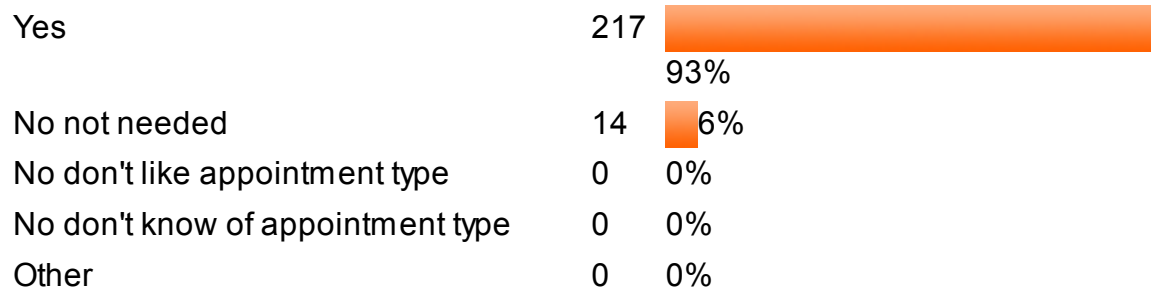
*[text response - see individual responses]*

5 How long does the journey normally take you?

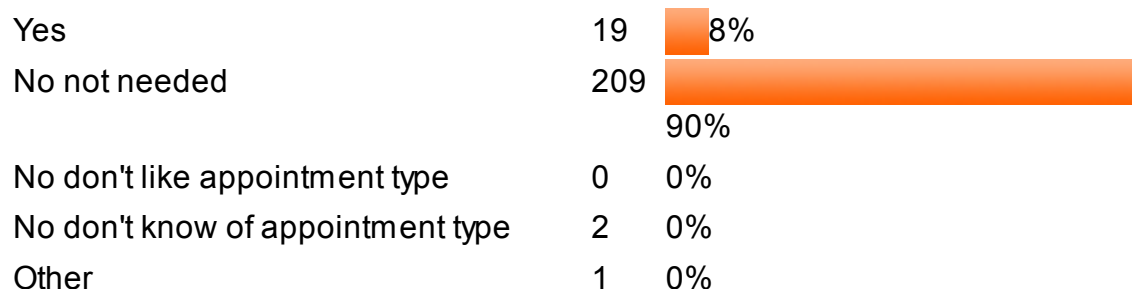


6 **About You and the Practice** During the past 12 months, have you...

6 a) Consulted a doctor / nurse in person at the surgery?

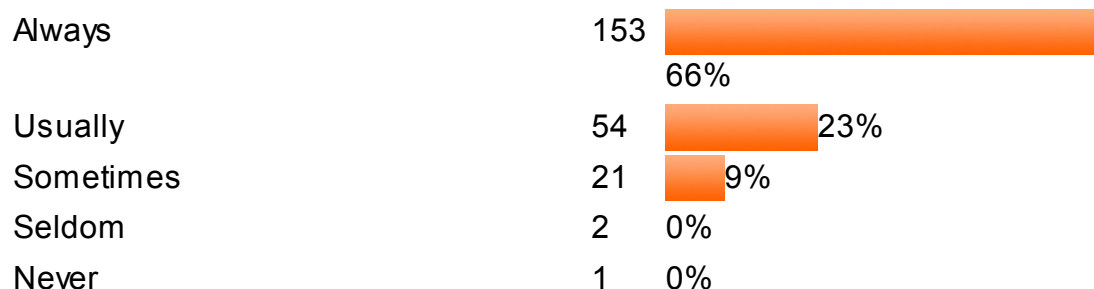


6 b) Received a Home Visit from a doctor or nurse?

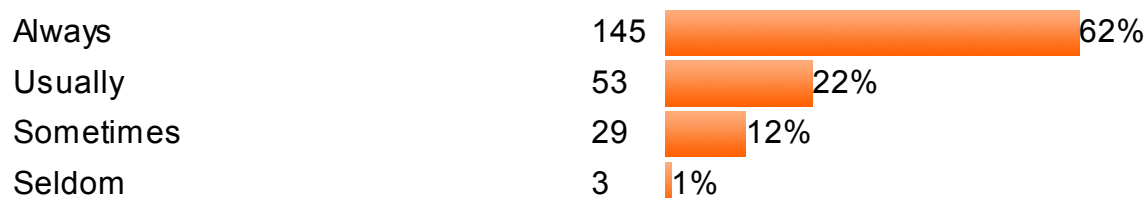


7 **Clinical Care - Consulting the Doctors** Please consider the occasions you consulted the doctors in the practice over the last 12 months, either by telephone or in person, and answer the following questions taking all such occasions into account.

7 a) Do you consider that the doctors in the practice listen carefully to you and involve you in discussions and decisions about your care?



7 b) Do you consider the doctors in the practice to be effective? That is, if they offer you advice, is it clear and understandable and of value to you? If they prescribe treatment or refer you, have you found the treatment or resulting hospital visit to be effective?



Never 1 0%

7 c) How do you rate the attitude and approach of the doctors of this practice to you as a patient? Think of characteristics such as respectfulness, understanding, professionalism and other aspects that are important to you?

Excellent	132	57%
Good	70	30%
Satisfactory	24	10%
Inadequate	3	1%
Poor	1	0%

7 d) Overall, do you feel you can have trust and confidence in the doctors of this practice?

Always	165	72%
Usually	49	21%
Sometimes	12	5%
Seldom	1	0%
Never	2	0%

7 e) Please enter below any additional comments you would like to make concerning your opinion of the clinical quality of the doctors of this practice, particularly if you have ticked 'Seldom', 'Never', 'Inadequate' or 'Poor' in any of the boxes above.

*[text response - use View Comments]*

8 **Appointment Availability - Consulting a Doctor** Please consider those occasions over the last 12 months when you have felt the need to see or speak to a doctor and answer the following questions taking all such occasions into account. In each case, please select the one answer that you feel best describes your feelings.

8 a) If you feel the need to see or speak to a doctor, are you normally prepared to see or speak to?

Any of the doctors	149	64%
Some of the doctors	62	26%
Just one of the doctors	19	8%

9 If you feel the need to see or speak to a doctor, how far ahead would you generally or most often be trying to book an appointment:

9 a) For a consultation in person?

In 1-7 days	186	80%
In 1-3 weeks time	28	12%
In 3-5 weeks time	2	0%
More than 5 weeks ahead	2	0%
I have no particular opinion	13	5%

9 b) For a consultation by telephone

In 1-7 days	160	69%
In 1-3 weeks time	10	4%

In 3-5 weeks time	3	1%
More than 5 weeks ahead	1	0%
I have no particular opinion	55	24%

10 When wanting to see a doctor, if you have ever felt unable to get the appointment of your choice, why do you feel this was so? (Remember this is anonymous, so please be honest!)

All appts were booked in the period I could wait	55	24%
Appts offered were not at convenient times for me	30	13%
I was offered a telephone consultation but wanted to see the doctor	7	3%
I was offered a specialist nurse, but I wanted a doctor	8	3%
I did not want to see the doctor(s) I was offered	7	3%
Some other reason (please describe in Comments)	6	2%

Never had this problem 114 50%

11 Bearing in mind the answers you have given above, how would you rate your overall experience of making an appointment?

Excellent	112	48%
Good	72	31%
Satisfactory	29	12%
Inadequate	8	3%
Poor	9	3%

12 Please enter any additional comments you would like to make concerning your opinion of the ability of the practice to fulfil your wishes - particularly if you have ticked 'Inadequate' or 'Poor' in answer to the last question above

*[text response - use View Comments]*

13 How likely is it that you would recommend this Practice to a friend or family member? (Please select your answer where 1 is very unlikely to recommend and 10 is would strongly recommend the practice to a friend or family member)

1	7	3%
2	4	1%
3	5	2%
4	7	3%
5	18	7%
6	6	2%
7	4	1%
8	29	12%
9	37	16%
10	114	49%

14 If you have given a low score please let us know why?

*[text response - use View Comments]*

- 15 General Comments *(Please put any comments not covered in the survey below, particularly how you think how we could improve. Please keep your comments and suggestions as realistic and practical as possible)*

*[text response - use View Comments]*