

# **Patient Survey Results**

## **November 2018**

- **51 Replies**
- **Conducted over 2 weeks, split into 4x2 hour sessions**  
**2 refusals**
- **Mornings and Afternoon survey sessions**



# **Question 1**

*Please rate the Doctor at;*

***Making me feel at ease?***

<b><i>Outstanding -</i></b>	<b><i>17%</i></b>
<b><i>Excellent -</i></b>	<b><i>25%</i></b>
<b><i>Very Good -</i></b>	<b><i>27%</i></b>
<b><i>Fair to good -</i></b>	<b><i>19%</i></b>



## **Question 2**

*Please rate the Doctor at;*

***Being Polite and Considerate?***

<b><i>Outstanding -</i></b>	<b><i>16%</i></b>
<b><i>Excellent -</i></b>	<b><i>33%</i></b>
<b><i>Very Good -</i></b>	<b><i>33%</i></b>
<b><i>Good -</i></b>	<b><i>14%</i></b>
<b><i>Fair to Good -</i></b>	<b><i>3%</i></b>



## **Question 3**

*Please rate the Doctor at;*

***Listening to you?***

<b><i>Outstanding -</i></b>	<b>14%</b>
<b><i>Excellent -</i></b>	<b>25%</b>
<b><i>Very Good -</i></b>	<b>31%</b>
<b><i>Good -</i></b>	<b>20%</b>
<b><i>Fair to good -</i></b>	<b>6%</b>
<b><i>Fair -</i></b>	<b>4%</b>



## **Question 4**

*Please rate the Doctor at;*

***Fully understanding your concerns?***

<b><i>Outstanding -</i></b>	<b>8%</b>
<b><i>Excellent -</i></b>	<b>20%</b>
<b><i>Very Good -</i></b>	<b>35%</b>
<b><i>Good -</i></b>	<b>25%</b>
<b><i>Fair to good -</i></b>	<b>6%</b>
<b><i>Fair -</i></b>	<b>2%</b>
<b><i>Poor to Fair -</i></b>	<b>4%</b>



## **Question 5**

*Please rate the Doctor at;*

***Giving you enough time?***

<b><i>Outstanding -</i></b>	<b>14%</b>
<b><i>Excellent -</i></b>	<b>16%</b>
<b><i>Very Good -</i></b>	<b>29%</b>
<b><i>Good -</i></b>	<b>31%</b>
<b><i>Fair to good -</i></b>	<b>6%</b>
<b><i>Fair -</i></b>	<b>0%</b>
<b><i>Poor to Fair -</i></b>	<b>4%</b>



## ***Question 6/7***

***Please rate the Doctor at;***

***Assessing your medical condition?***

<b><i>Outstanding -</i></b>	<b><i>10%</i></b>
<b><i>Excellent -</i></b>	<b><i>27%</i></b>
<b><i>Very Good -</i></b>	<b><i>31%</i></b>
<b><i>Good -</i></b>	<b><i>22%</i></b>
<b><i>Fair to good -</i></b>	<b><i>6%</i></b>
<b><i>Fair -</i></b>	<b><i>2%</i></b>
<b><i>Poor to Fair -</i></b>	<b><i>2%</i></b>

## **Question 8**

*Please rate the Doctor at;*



***Showing care and compassion?***

<b><i>Outstanding -</i></b>	<b>12%</b>
<b><i>Excellent -</i></b>	<b>31%</b>
<b><i>Very Good -</i></b>	<b>27%</b>
<b><i>Good -</i></b>	<b>22%</b>
<b><i>Fair to good -</i></b>	<b>4%</b>
<b><i>Fair -</i></b>	<b>4%</b>
<b><i>Poor to Fair -</i></b>	<b>2%</b>



# **Question 9**

## **Please rate the Doctor**



***Involving you in decisions about your care?***

<b><i>Outstanding -</i></b>	<b><i>10%</i></b>
<b><i>Excellent -</i></b>	<b><i>18%</i></b>
<b><i>Very Good -</i></b>	<b><i>39%</i></b>
<b><i>Good -</i></b>	<b><i>25%</i></b>
<b><i>Fair to good -</i></b>	<b><i>2%</i></b>
<b><i>Fair -</i></b>	<b><i>4%</i></b>
<b><i>Poor to Fair -</i></b>	<b><i>2%</i></b>

# **Question 10**

***How helpful are the  
Reception Team?***

<b><i>Outstanding -</i></b>	<b><i>14%</i></b>
<b><i>Excellent -</i></b>	<b><i>18%</i></b>
<b><i>Very Good -</i></b>	<b><i>21%</i></b>
<b><i>Good -</i></b>	<b><i>25%</i></b>
<b><i>Fair to good -</i></b>	<b><i>12%</i></b>
<b><i>Fair -</i></b>	<b><i>2%</i></b>
<b><i>Poor to Fair -</i></b>	<b><i>4%</i></b>

# Question 11

***How easy is it to get through on on the phone?***

<b><i>Outstanding -</i></b>	<b>6%</b>
<b><i>Excellent -</i></b>	<b>20%</b>
<b><i>Very Good -</i></b>	<b>25%</b>
<b><i>Good -</i></b>	<b>21%</b>
<b><i>Fair to good -</i></b>	<b>20%</b>
<b><i>Fair -</i></b>	<b>6%</b>
<b><i>Poor to Fair -</i></b>	<b>4%</b>

# Question 12

***How easy is it to get an appt on the same day?***

<b><i>Outstanding -</i></b>	<b><i>6%</i></b>
<b><i>Excellent -</i></b>	<b><i>20%</i></b>
<b><i>Very Good -</i></b>	<b><i>21%</i></b>
<b><i>Good -</i></b>	<b><i>21%</i></b>
<b><i>Fair to good -</i></b>	<b><i>18%</i></b>
<b><i>Fair -</i></b>	<b><i>6%</i></b>
<b><i>Poor to Fair -</i></b>	<b><i>8%</i></b>

# Question 13

***How easy is it to pre-book an appointment?***

<b><i>Outstanding -</i></b>	<b><i>4%</i></b>
<b><i>Excellent -</i></b>	<b><i>18%</i></b>
<b><i>Very Good -</i></b>	<b><i>27%</i></b>
<b><i>Good -</i></b>	<b><i>23%</i></b>
<b><i>Fair to good -</i></b>	<b><i>4%</i></b>
<b><i>Fair -</i></b>	<b><i>12%</i></b>
<b><i>Poor to Fair -</i></b>	<b><i>12%</i></b>

# **Question 14**

***How satisfied are you with the  
Surgery hours?***

<b><i>Outstanding -</i></b>	<b><i>6%</i></b>
<b><i>Excellent -</i></b>	<b><i>20%</i></b>
<b><i>Very Good -</i></b>	<b><i>31%</i></b>
<b><i>Good -</i></b>	<b><i>33%</i></b>
<b><i>Fair to good -</i></b>	<b><i>8%</i></b>
<b><i>Fair -</i></b>	<b><i>2%</i></b>
<b><i>Poor to Fair -</i></b>	<b><i>0%</i></b>

## ***Question 15***

***Are we currently open at times that are convenient to you?***

<b>Yes -</b>	<b>76%</b>
<b>No -</b>	<b>2%</b>
<b>Don't know -</b>	<b>22%</b>

# Question 16

Overall how would describe your experience of the GP today

- **Outstanding - 12%**
- **Excellent - 20%**
- **Very Good - 27%**
- **Good - 31%**
- **Fair to Good - 2%**
- **Fair - 8%**



# Question 17

***Would you recommend the GP  
Surgery to someone who has just  
moved into the area?***

<b><i>Yes</i></b>	<b><i>88%</i></b>
<b><i>No</i></b>	<b><i>4%</i></b>
<b><i>Don't know</i></b>	<b><i>8%</i></b>

# ***Question 18***

***Are you Male or Female?***

***Male***                      ***47%***

***Female***                      ***53%***

# **Question 19**

## **How old are you?**

<b>Under 18</b>	<b>0%</b>
<b>18 to 24</b>	<b>10%</b>
<b>25 to 34</b>	<b>14%</b>
<b>35 to 44</b>	<b>16%</b>
<b>45 to 54</b>	<b>14%</b>
<b>55 to 64</b>	<b>12%</b>
<b>65 to 74</b>	<b>18%</b>
<b>75 to 84</b>	<b>12%</b>
<b>85 and over</b>	<b>6%</b>

# Question 20

***What is your ethnic group?***

<b><i>White</i></b>	<b><i>74%</i></b>
<b><i>Mixed/Multiple Ethnic Group</i></b>	<b><i>0%</i></b>
<b><i>Asian/Asian British</i></b>	<b><i>26%</i></b>
<b><i>Black/African/Caribbean/Black British</i></b>	<b><i>0%</i></b>
<b><i>Other Ethnic Group</i></b>	<b><i>0%</i></b>

# Further comments

- Good
- Perfect
- Website did not make it clear that one should book appts after 8.30am
- I don't know how to pre-book appts
- Overall happy –but some girls on reception can be very busy to attend to me
- We are lucky to have Doctor Ibrahim

# Further Comments

- Would be nice to have drinking water facility
- Annoying you cannot get repeat prescriptions over the phone. Not got time to mess around.
- Thank you
- Good with children, friendly receptionists, overall happy
- Thank you for the questionnaire
- Very Good – Peter Tyrie

# Further Comments

- Not sure if evening appts available
- Reception are excellent, skilled, friendly and helpful
- A bug bear – my appt running 30minutes late
- The Doctor and Nurse have been very thorough with my family – we are new to the Practice
- So far no concerns