

Survey Analysis

| Practice Performance Survey 2013 | | | | | | | |
|--|--------------------------------|--|---------------------------------------|---|--------------------------------|-------------|--|
| <u>1. Access to the surgery</u> | | | | | | | |
| When did you last have an appointment with a Doctor/Practice Nurse? | Up to 3 months ago | 3 to 6 months ago | 6 to 12 months ago | Over 12 months ago | Never | No Response | |
| | 69% | 13% | 16% | 2% | | | |
| When you telephone the Surgery how easy is it for you to get through to someone? | Very Easy | Fairly Easy | Not very easy | Not at all easy | Haven't Tried | No Response | |
| | 55% | 39% | 4% | 1% | | 1% | |
| How helpful is the Reception staff at the Practice? | Very Helpful | Fairly Helpful | Not very Helpful | Not at all helpful | Don't Know | No Response | |
| | 63% | 34% | 1% | | | 2% | |
| <u>2. Making an appointment</u> | | | | | | | |
| Which of the following methods would you prefer to use for booking appointments? | In person | By Telephone | Online (If available) | No preference | No Response | | |
| | 27% | 69% | 1% | 2% | 1% | | |
| Do you normally prefer to see or speak to a particular Doctor/Nurse? | Yes | No | No Response | | | | |
| | 64% | 34% | 2% | | | | |
| If you answered 'Yes' to last question, how often do you see or speak to your preferred Doctor/Practice Nurse? | Always or almost always | Most times | Sometimes | Never or almost never | No Response | | |
| | 34% | 41% | 15% | 4% | 6% | | |
| <u>When you last made an appointment?</u> | | | | | | | |
| What did you want to arrange with the surgery? | To see or speak to a Doctor | To see or speak to a nurse | To request a home visit | Don't remember | No Response | | |
| | 78% | 11% | | 1% | 10% | | |
| How quickly did you wish to speak to or be seen by a Doctor/Practice nurse? | On the Same Day | Next working day | A few days later | A week or more later | No preference | No Response | |
| | 26% | 21% | 36% | 5% | 9% | 3% | |
| What type of appointment did the surgery arrange for you? | To see a Doctor at the surgery | To see a Practice Nurse at the Surgery | To speak to a Doctor on the telephone | To speak to a Practice Nurse on the telephone | A home visit | No Response | |
| | 70% | 19% | 8% | | | 3% | |
| How satisfied were you with the appointment arranged for you? | Very Satisfied | Fairly Satisfied | Not at all satisfied | Did not matter | No Response | | |
| | 55% | 38% | 2% | 2% | 3% | | |
| How would you describe your experience of making the appointment? | Very Good | Fairly Good | Neither good nor poor | Fairly Poor | Very poor | No Response | |
| | 49% | 44% | 5% | | | 2% | |
| <u>3. Opening hours and waiting times</u> | | | | | | | |
| How satisfied are you with the opening hours of the Surgery? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Not aware of the opening hours | No Response | |
| | 45% | 52% | | | | 3% | |
| Are the opening hours of the surgery convenient enough for you? | Yes | No | Don't know | No Response | | | |
| | 77% | 9% | 11% | 3% | | | |
| Are you satisfied with the length of waiting times at the Surgery? | Yes | No | Don't Know | No Response | | | |
| | 46% | 48% | 3% | 3% | | | |

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| 4. About the Practitioner | | | | | | | |
|--|--|----------------|---------------------|-----------------|---------------------|---------------|-------------|
| Please indicate the name of the Doctor you last had an appointment with | | Dr H Kumar | Dr E Campbell | Dr A Varambally | Dr M Dhatt | No Response | |
| | | 56% | 20% | 14% | 5% | 5% | |
| When you saw or spoke to this Doctor, how good was he/she at each of the following? | | Very Good | Good | Neither | Poor | Very Poor | No Response |
| Giving you enough time | | 55% | 34% | 5% | 2% | 2% | 2% |
| Asking about your symptoms | | 54% | 29% | 9% | 3% | | 5% |
| Listening to your concerns | | 56% | 34% | 5% | 2% | | 3% |
| Explaining tests and/or treatments | | 51% | 38% | 5% | 3% | | 3% |
| Involving you in decisions about your treatment and care | | 49% | 28% | 15% | 3% | | 5% |
| Treating you with respect/dignity | | 60% | 30% | 2% | 4% | | 4% |
| | | | | | | | |
| Please indicate the name of the Nurse you last had an appointment with | | Ruth Rehmat | Christine Ballinger | No Response | | | |
| | | 65% | 27% | 8% | | | |
| When you saw or spoke to this Nurse, how good was she at each of the following? | | Very Good | Good | Neither | Poor | Very Poor | No Response |
| Giving you enough time | | 58% | 30% | 3% | | | 9% |
| Asking about your symptoms | | 57% | 31% | 5% | | | 7% |
| Listening to your concerns | | 58% | 30% | 5% | | | 7% |
| Explaining tests and/or treatments | | 57% | 31% | 4% | | | 8% |
| Involving you in decisions about your treatment and care | | 57% | 28% | 5% | | | 10% |
| Treating you with respect/dignity | | 61% | 27% | 4% | | | 8% |
| | | | | | | | |
| 5. Surgery Premises | | | | | | | |
| How satisfied are you with the cleanliness of the surgery Premises? | | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Not Concerned | No Response |
| | | 43% | 46% | 5% | 2% | 1% | 3% |
| How satisfied are you with the level of comfort in the waiting areas? | | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Not Concerned | No Response |
| | | 50% | 36% | 7% | 4% | 1% | 2% |
| How satisfied are you with the way in which information is displayed in the waiting areas? | | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Not Concerned | No Response |
| | | 44% | 47% | 5% | 1% | 1% | 2% |
| 6. Your Overall Satisfaction | | | | | | | |
| Would you recommend the surgery to someone who has just moved into the area? | | Yes | No | No Response | | | |
| | | 88% | 9% | 3% | | | |
| How satisfied are you with the respect shown for your privacy and confidentiality in the Reception area? | | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Not Concerned | No Response |
| | | 60% | 27% | 6% | 3% | 1% | 3% |
| 8. Personal Information | | | | | | | |
| Are You: | | Male | Female | No Response | | | |
| | | 47% | 52% | 1% | | | |