

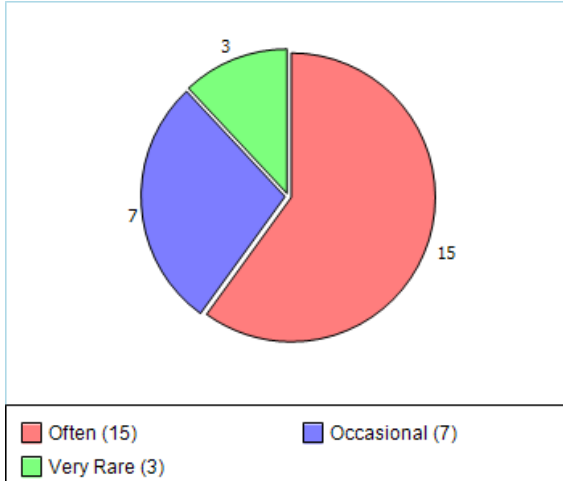
# PPG & Survey Results Report 2014/15

## Patient Reference Group

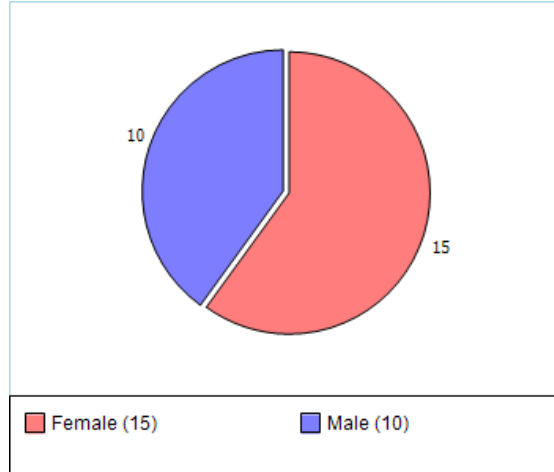
The patient group comprises 25 members

### Distribution Details

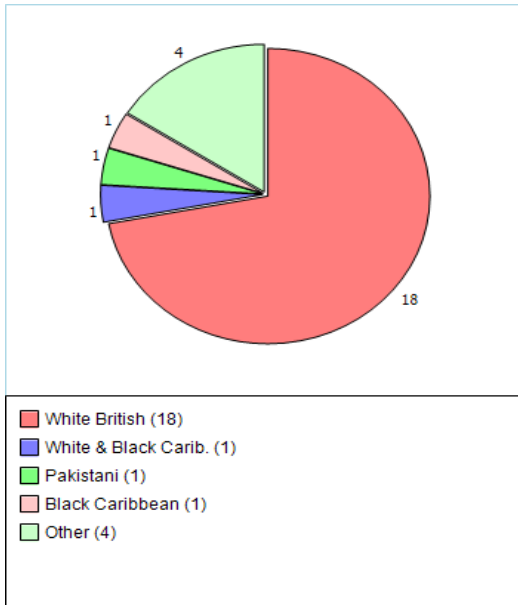
#### *Attendance*



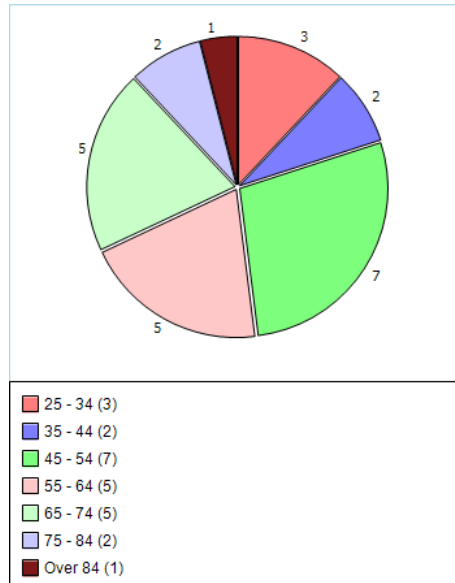
#### *Gender*



#### *Ethnicity*



#### *Age*



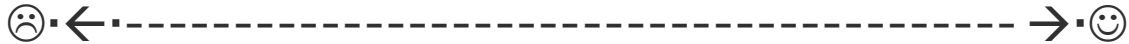
# Survey Results

## Patient Satisfaction Survey 2014/15

Number of Responses: **128**

**You can help the surgery to improve its service to you:**

**The doctor and staff welcome your feedback. Please read and complete this survey**  
**On a scale of 1 - 5 choose: (1) poor, (2) fair, (3) good, (4) very good and (5) excellent; except where noted.**



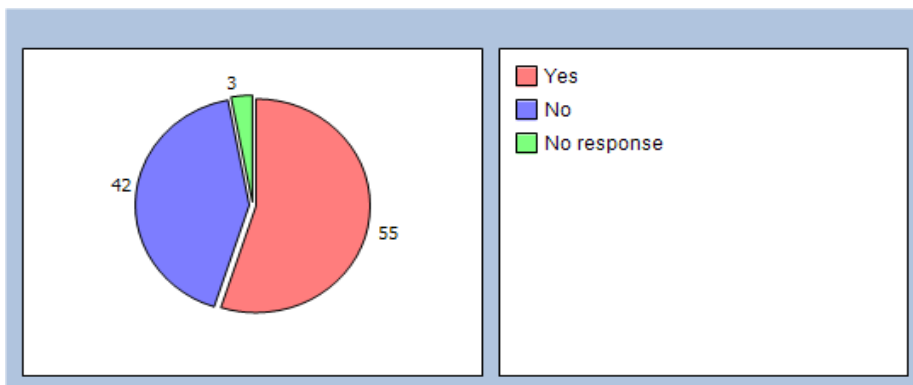
### About the surgery

#### **1- How would you prefer to book your appointment?**

In person: 11%      By phone: 63%      Online: 35%

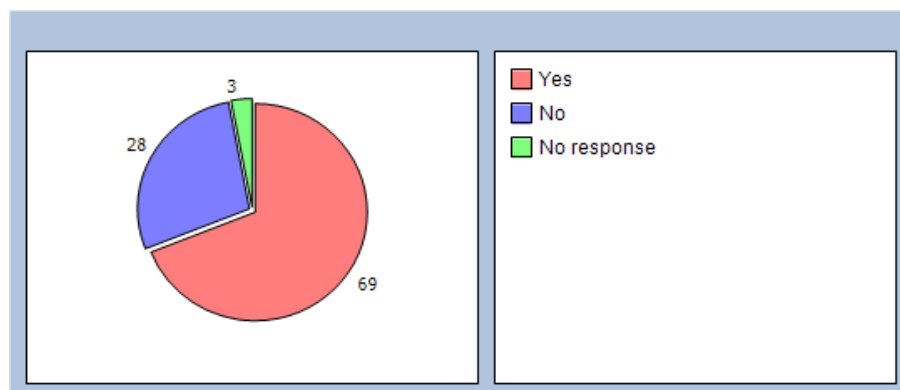
#### **2- Do you know that now you can book your appointment online?**

Yes: 55%      No: 42%      No response: 3%



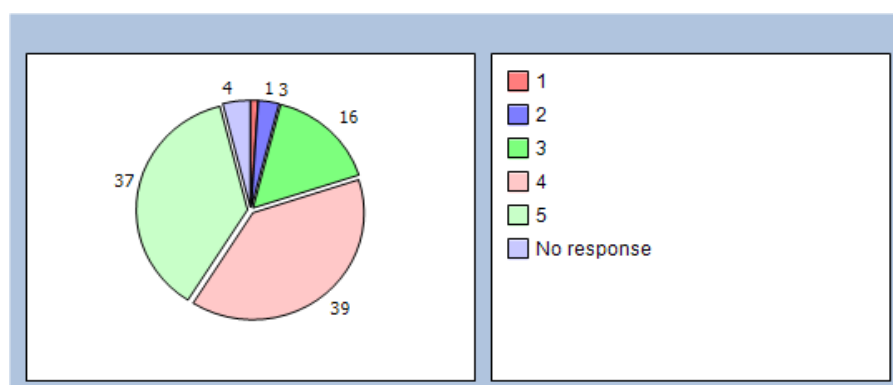
#### **3- Are you able to book online?**

Yes: 69%      No: 28%      No response: 3%



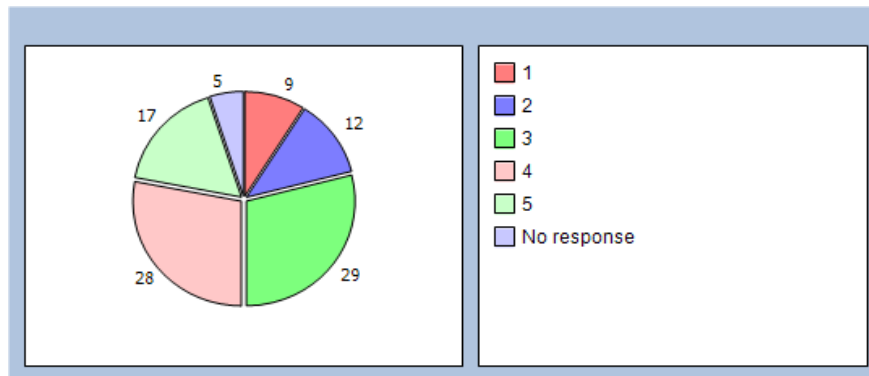
#### **4- Your level of satisfaction with the surgery opening hours**

1: 1%      2: 3%      3: 16%      4: 39%      5: 37%      No response: 4%



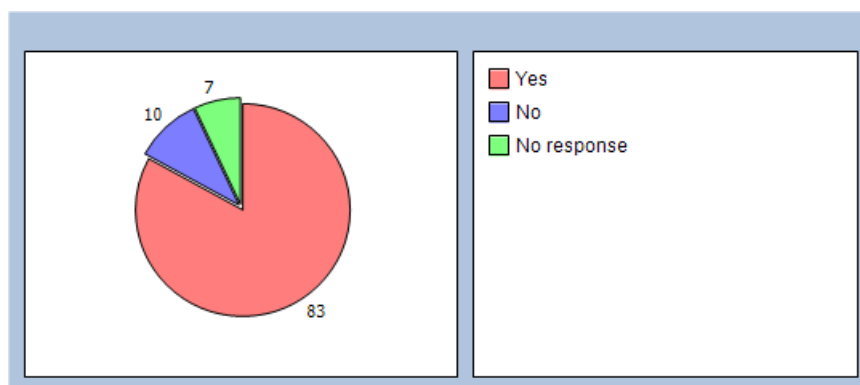
### 5- The ease of contacting the surgery by telephone

1: 9%      2: 12%      3: 29%      4: 28%      5: 17%      No response: 5%



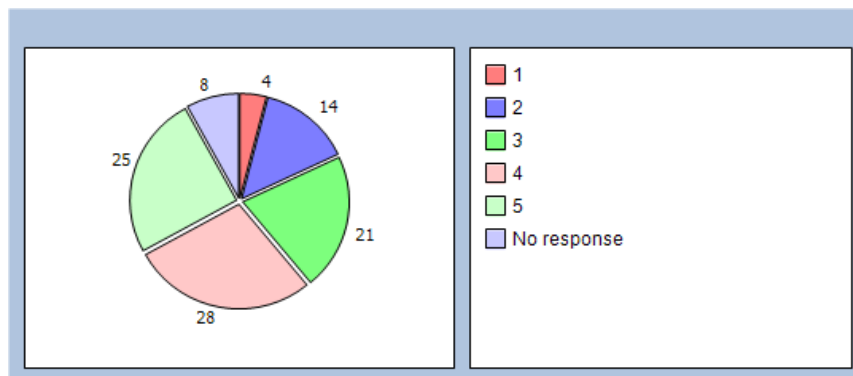
### 6- Would you find it helpful to be advised what queue position you are while waiting for your call to be answered.

Yes: 83%      No: 10%      No response: 7%



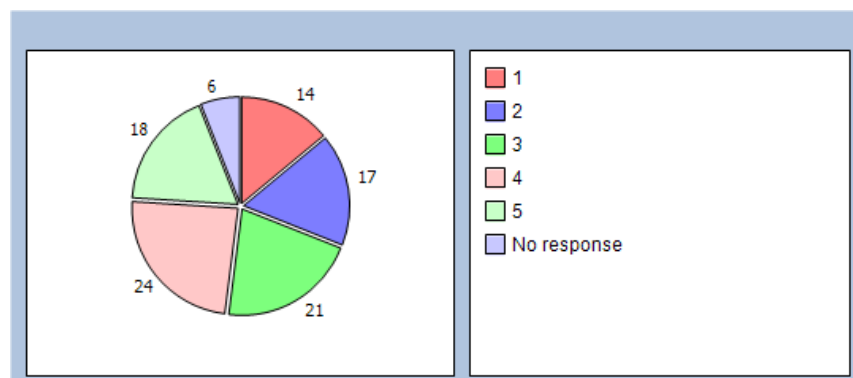
### 7- Seeing the doctor of your choice

1: 4%      2: 14%      3: 21%      4: 28%      5: 25%      No response: 8%



### 8- Chance of seeing a doctor/nurse within 48 hours

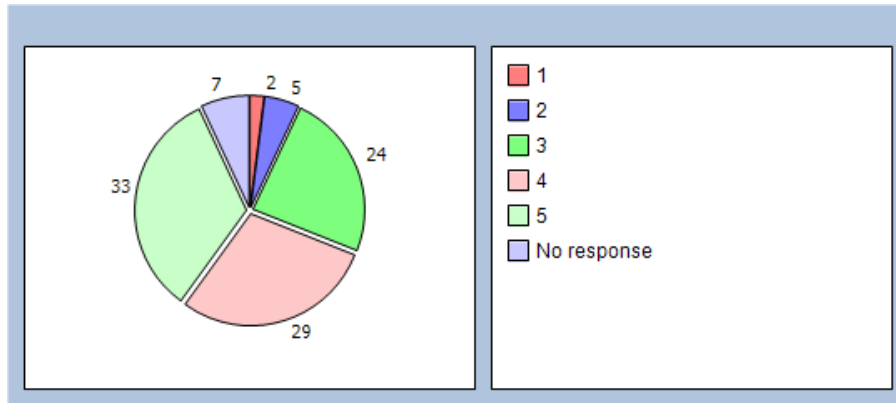
1: 14%      2: 17%      3: 21%      4: 24%      5: 18%      No response: 6%



## About the Reception Area

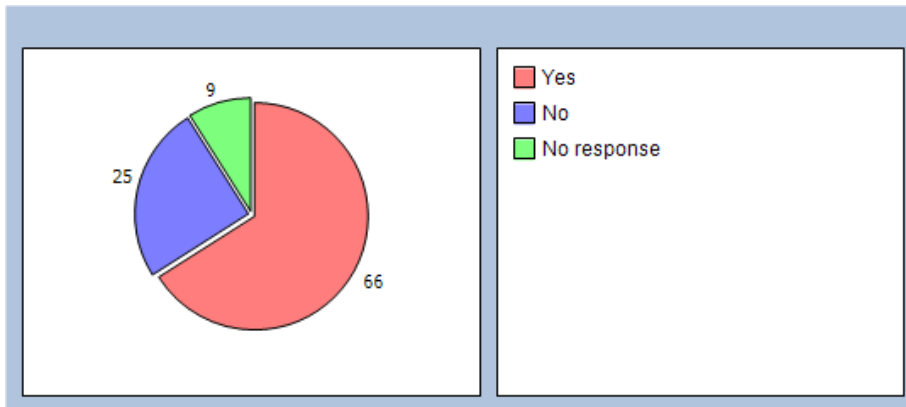
### 9 - Length of time waiting to check-in with reception

1: 2%      2: 5%      3: 24%      4: 29%      5: 33%      No response: 7%



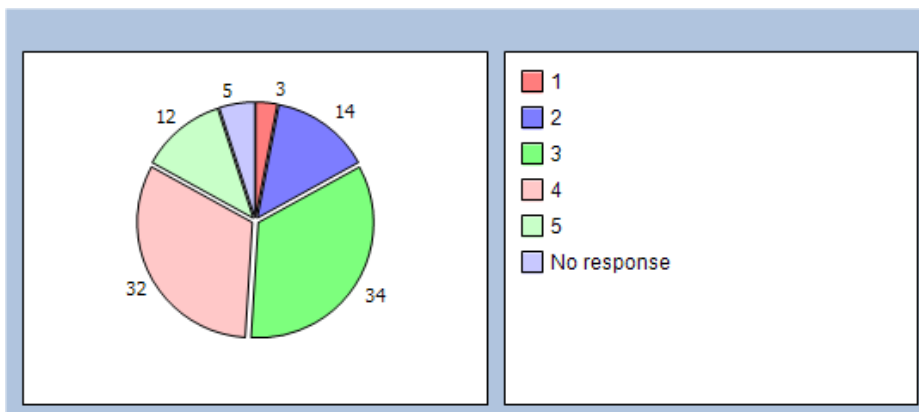
### 10- Did you use the new check-in screen?

Yes: 66%      No: 25%      No response: 9%



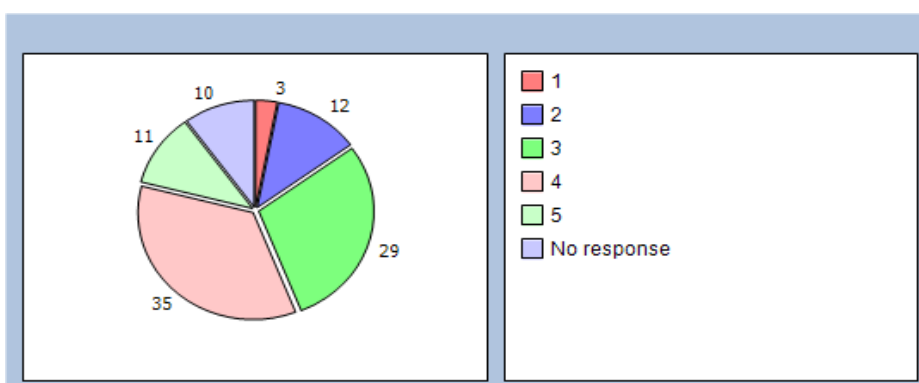
### 11- Comfort level of the waiting room

1: 3%      2: 14%      3: 34%      4: 32%      5: 12%      No response: 5%



### 12- Length of time waiting in the surgery to see the doctor/nurse

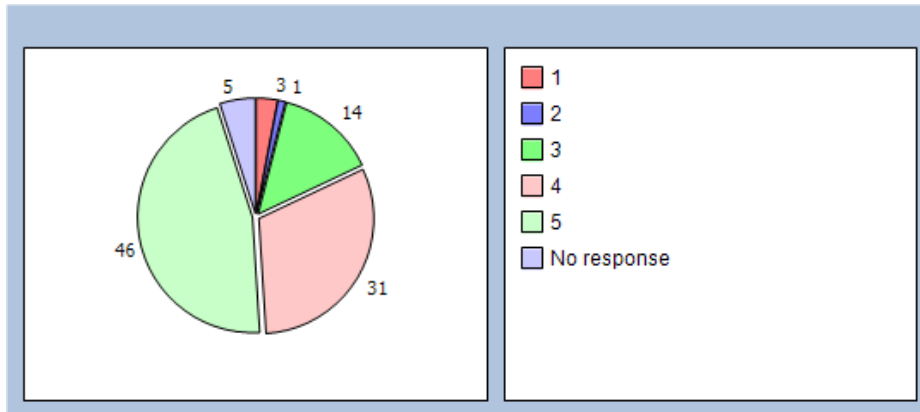
1: 3%      2: 12%      3: 29%      4: 35%      5: 11%      No response: 10%



## About the doctors/nurse

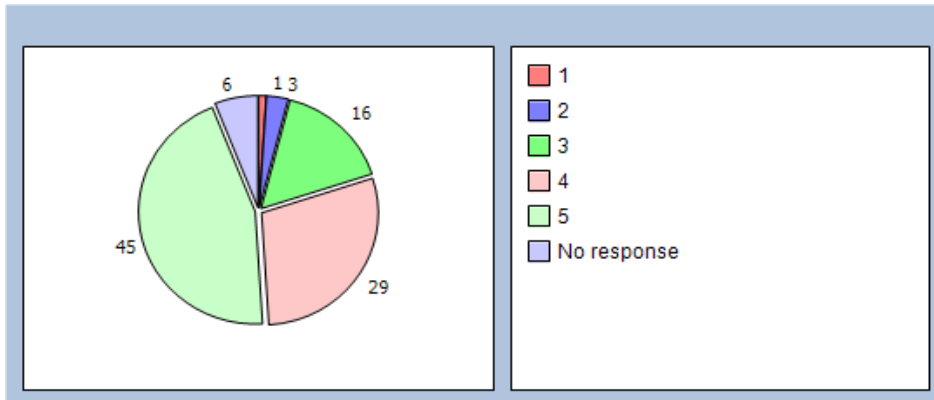
### 13 - Your overall satisfaction with the doctors/nurse at the surgery

1: 3%      2: 1%      3: 14%      4: 31%      5: 46%      No response: 5%



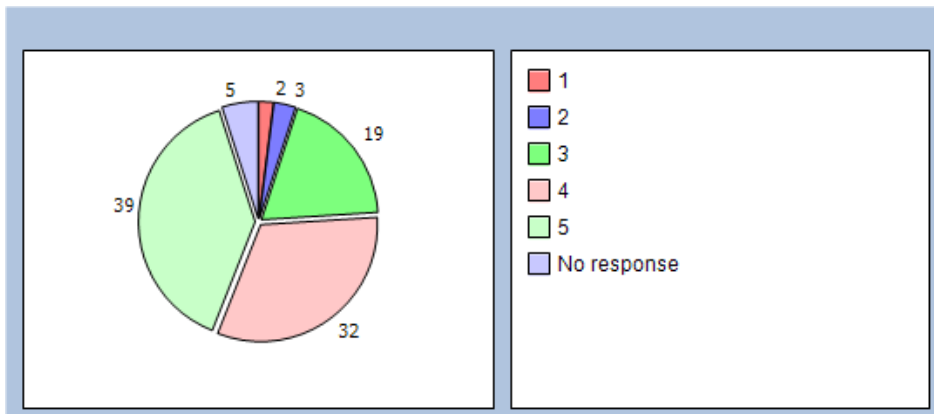
### 14 - The doctor/nurse explanation of things to you

1: 1%      2: 3%      3: 16%      4: 29%      5: 45%      No response: 6%



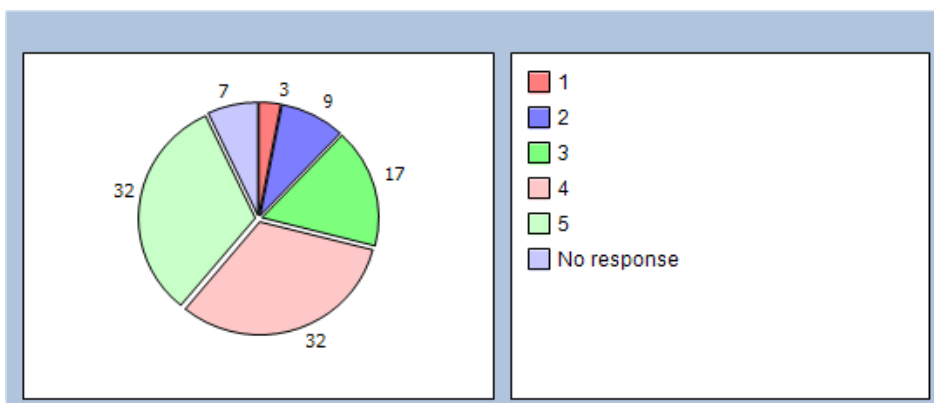
### 15 - The extent you felt reassured by the doctor/nurse was

1: 2%      2: 3%      3: 19%      4: 32%      5: 39%      No response: 5%



### 16- The amount of time given to you when you visit the doctor/nurse

1: 3%      2: 9%      3: 17%      4: 32%      5: 32%      No response: 7%

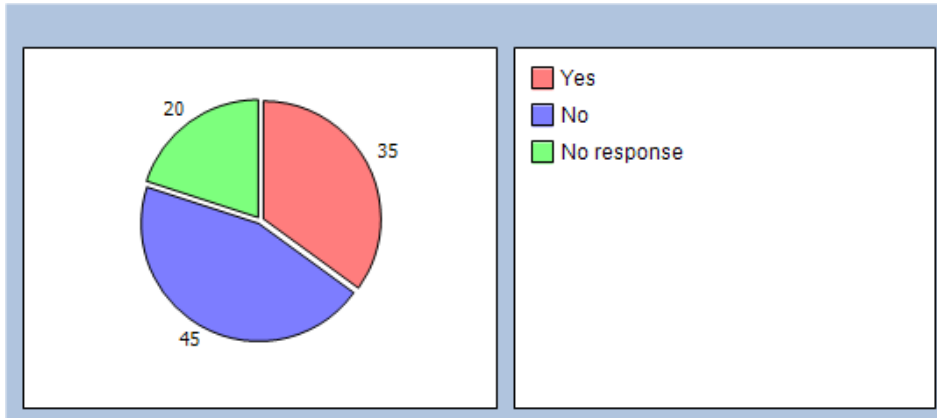


**17- Have you ever had a telephone consultation with a doctor /nurse?**

Yes: 35%

No: 45%

No response: 20%

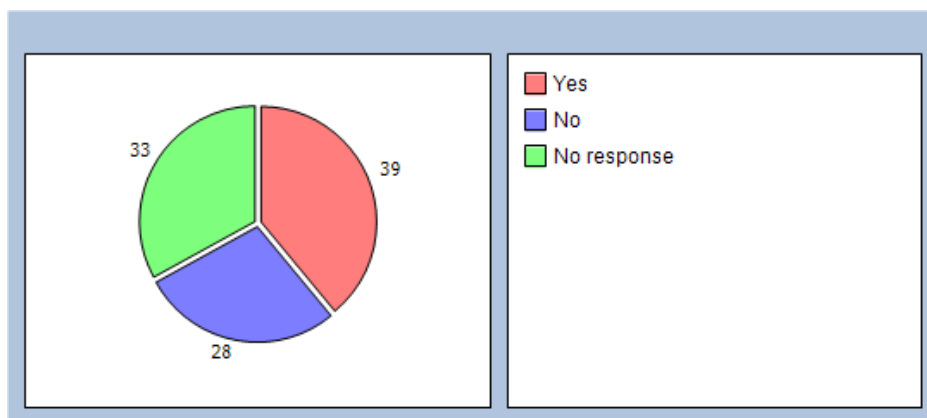


**18 - Was the GP able to deal with your problem by phone?**

Yes: 39%

No: 28%

No response: 33%

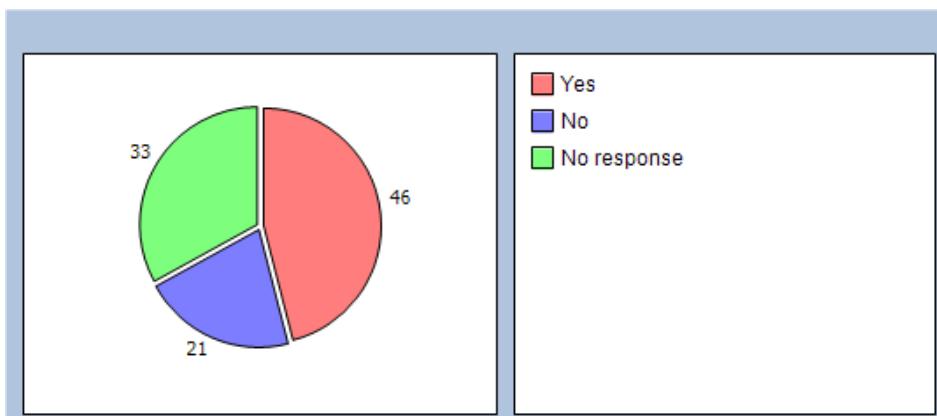


**19- Would you use a telephone consultation again?**

Yes: 46%

No: 21%

No response: 33%

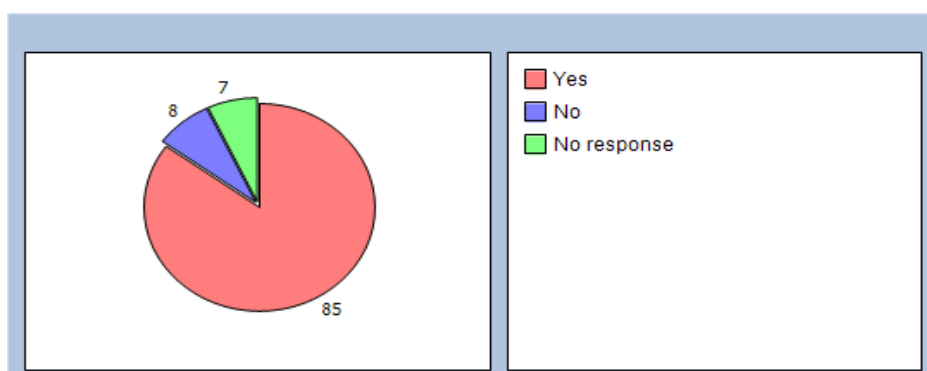


**20- Would you recommend the doctors/nurse at the surgery to your friends?**

Yes: 85%

No: 8%

No response: 7%



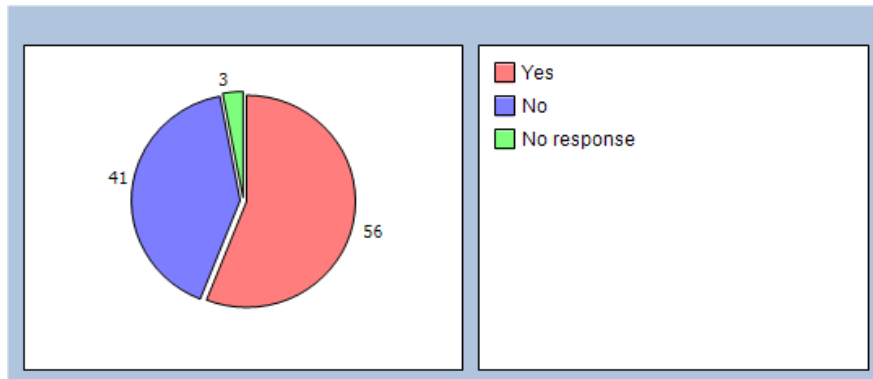
## Obtaining a Repeat Prescription

**22- Do you know that you can order your prescription online?**

Yes: 56%

No: 41%

No response: 3%

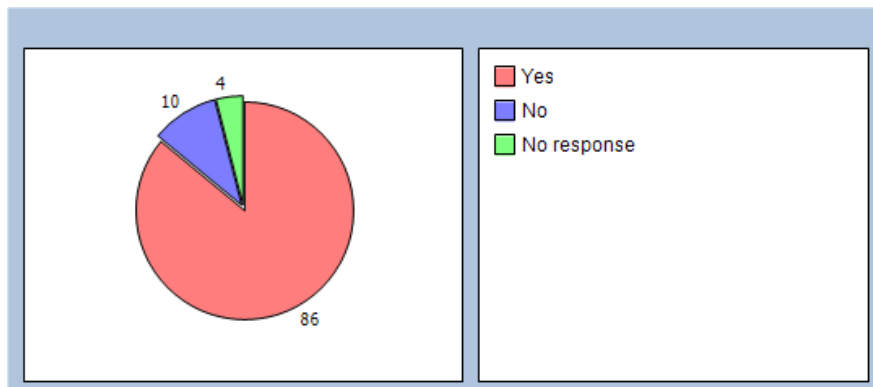


**23- Do you have the computer facilities to order a prescription online?**

Yes: 86%

No: 10%

No response: 4%

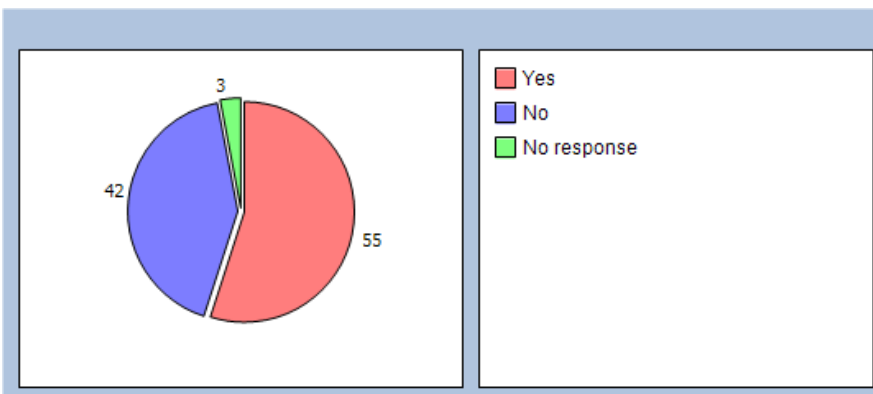


**24- Do you know that now you can nominate a pharmacy and your prescription will be sent to them electronically?**

Yes: 55%

No: 42%

No response: 3%



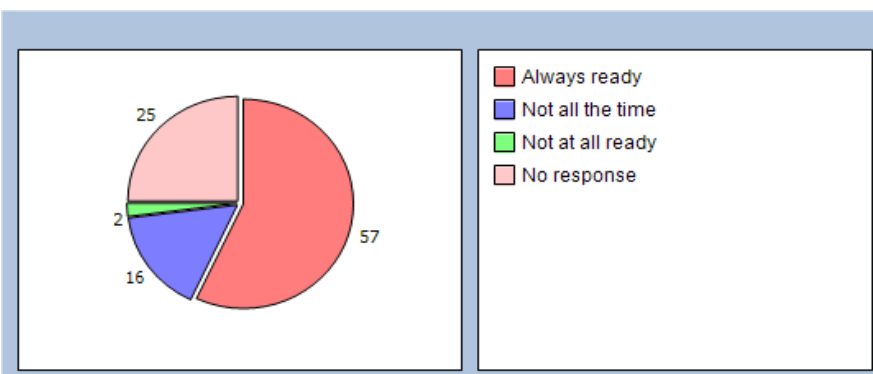
**25- Do you find your prescription ready on time?**

Always ready: 57%

Not all the time: 16%

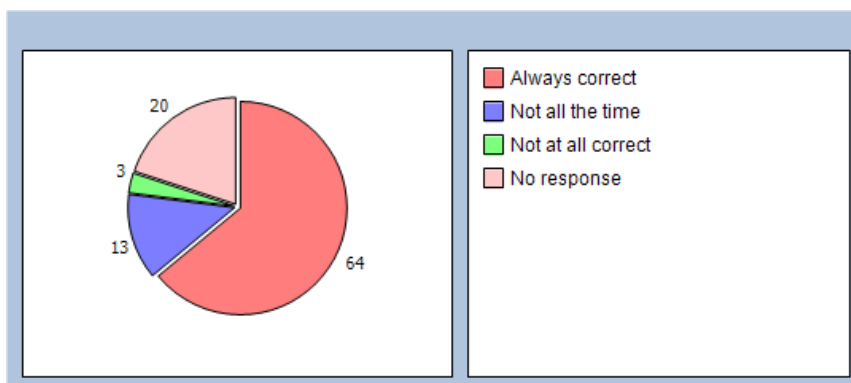
Not at all ready: 2%

No response: 25%



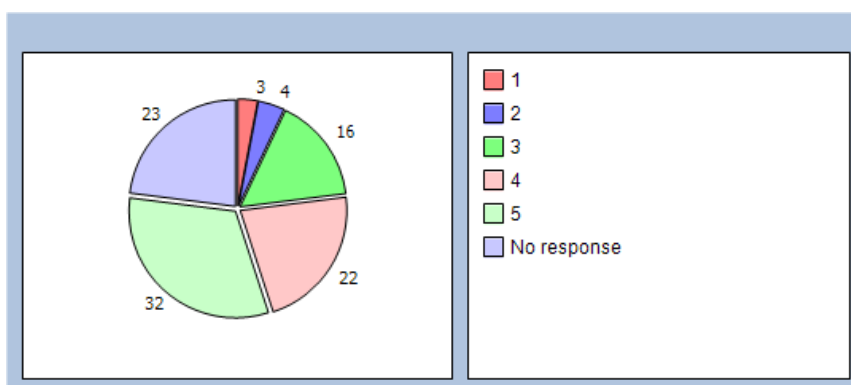
**26- Is your prescription correctly issued?**

Always correct: 64%      Not all the time: 13%  
 Not at all correct: 3%      No response: 20%



**27- Reception handling of your prescription queries**

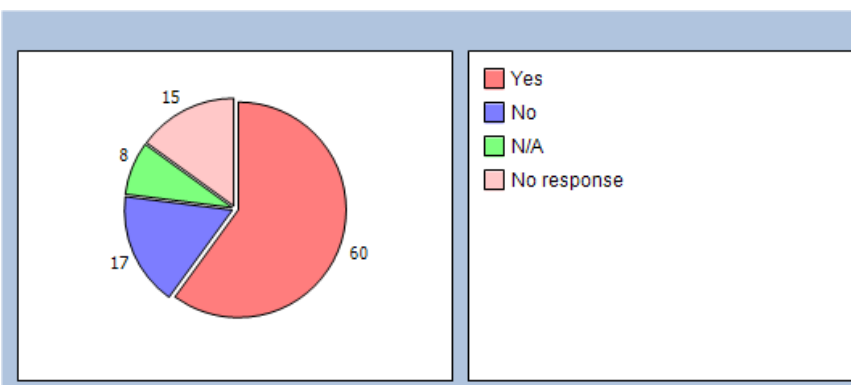
1: 3%    2: 4%    3: 16%    4: 22%    5: 32%    No response: 23%



**Obtaining Test Results**

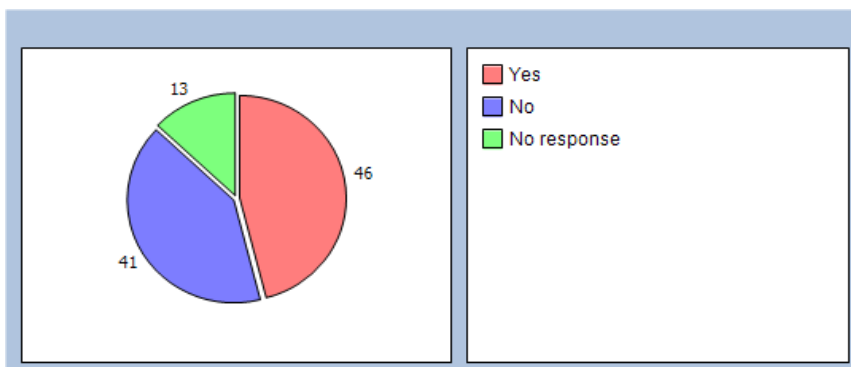
**28- Were you told when to contact the surgery for your results?**

Yes: 60%    No: 17%    N/A: 8%    No response: 15%



**29- Did you know that you can only obtain your results between 2:00 - 4:00 pm?**

Yes: 46%    No: 41%    No response: 13%



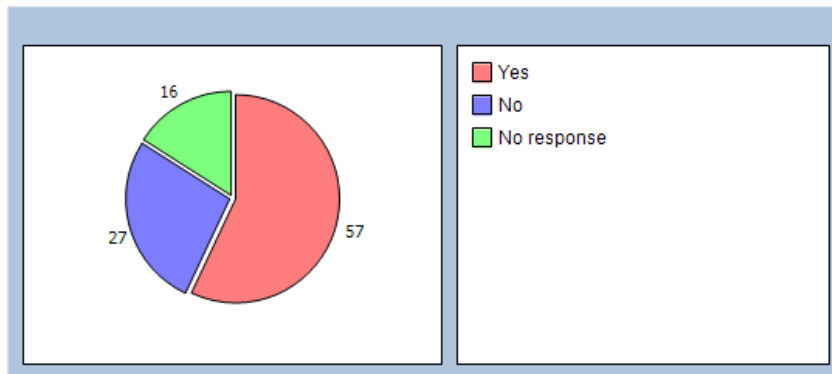


**30- Would you prefer to access your test results online through patient access?**

**Yes: 57%**

**No: 27%**

**No response: 16%**



**31 - Your level of satisfaction with the amount of information you received about your results**

1: 3%

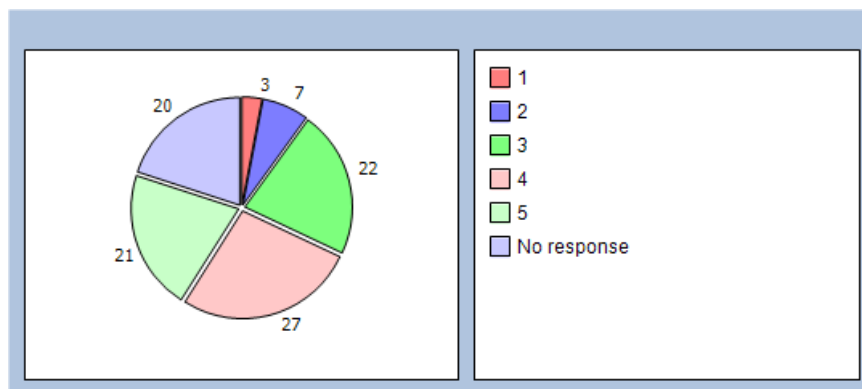
2: 7%

3: 22%

4: 27%

5: 21%

No response: 20%



**About the Surgery Staff**

**32 - The manner you were treated by reception staff**

1: 2%

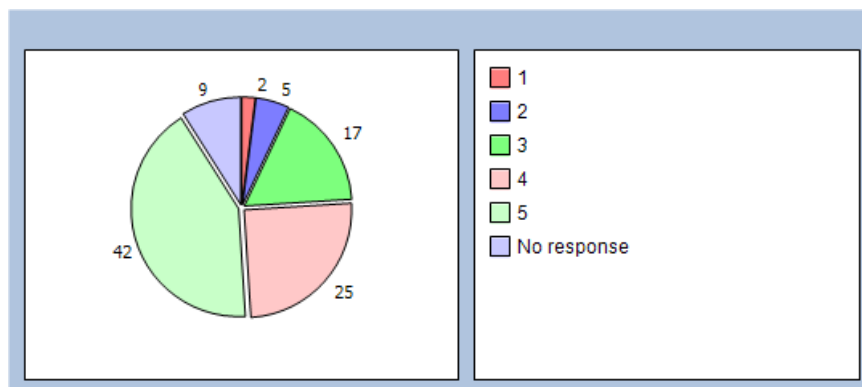
2: 5%

3: 17%

4: 25%

5: 42%

No response: 9%



**33 - Respect shown for your privacy and confidentiality**

1: 4%

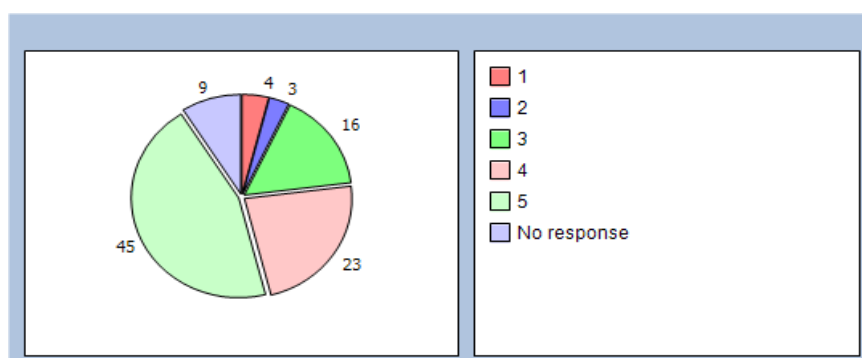
2: 3%

3: 16%

4: 23%

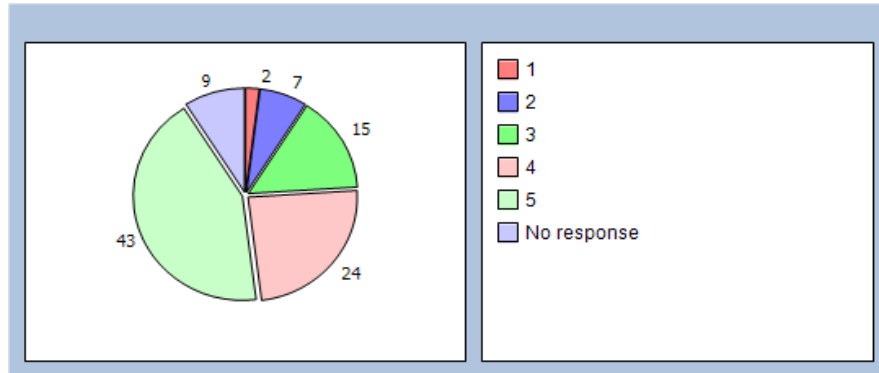
5: 45%

No response: 9%



### 34 - The helpfulness of the reception staff

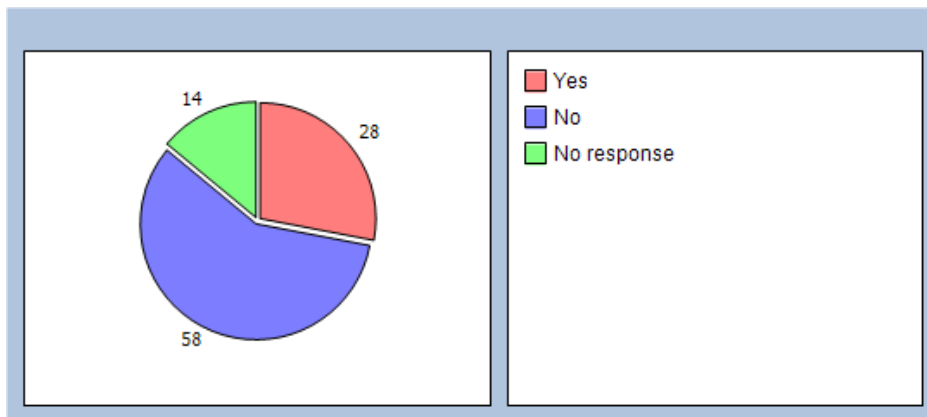
1: 2%      2: 7%      3: 15%      4: 24%      5: 43%      No response: 9%



### Finally

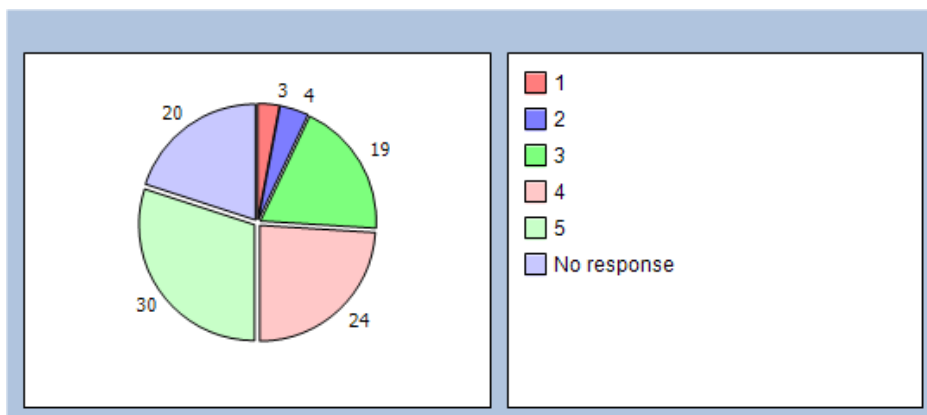
### 35 - Do you know how to compliment or make a complaint to the surgery about its service and quality of care?

Yes: 28%      No: 58%      No response: 14%



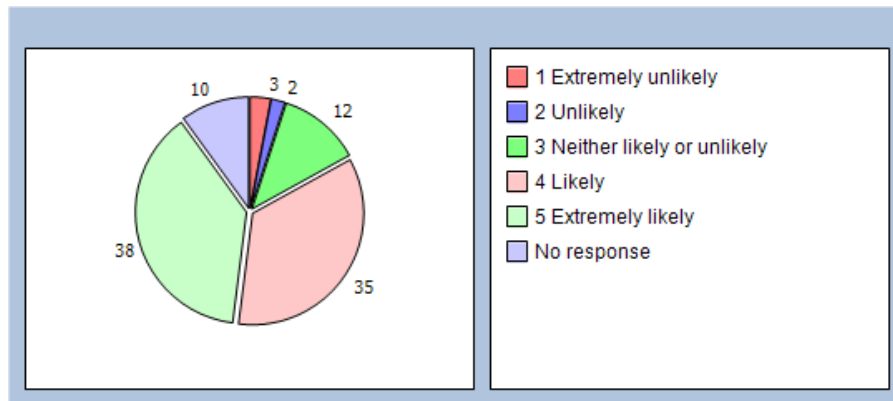
### 36 -The availability and administration of the text reminder systems for appointments, outstanding vaccination or health questions

1: 3%      2: 4%      3: 19%      4: 24%      5: 30%      No response: 20%



**37 -How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

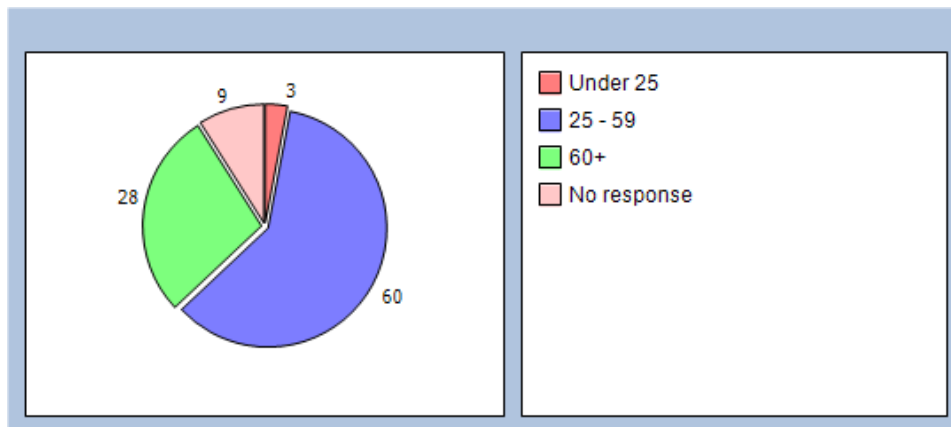
1. Extremely unlikely: 3%      2. Unlikely: 2%      3. Neither likely or unlikely: 12%  
 4. Likely: 35%      5. Extremely likely: 38%      No response: 10%



**About You**

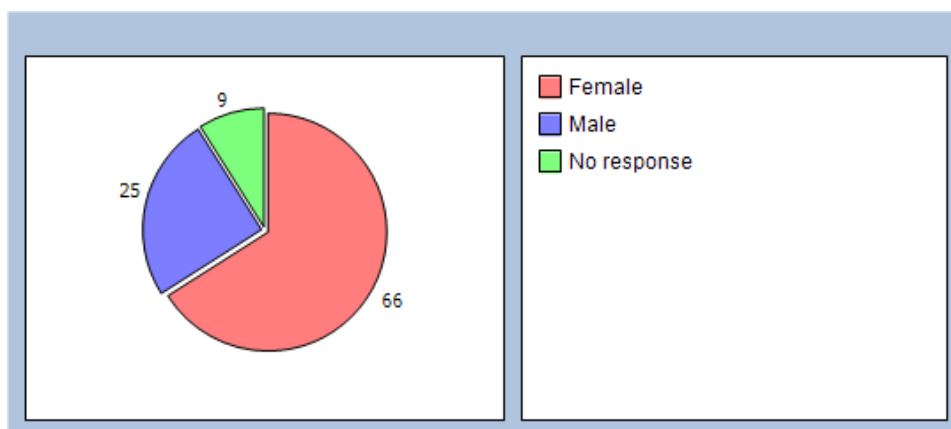
**How old are you**

Under 25: 3%      25 – 59: 60%      60+: 28%      No response: 9%



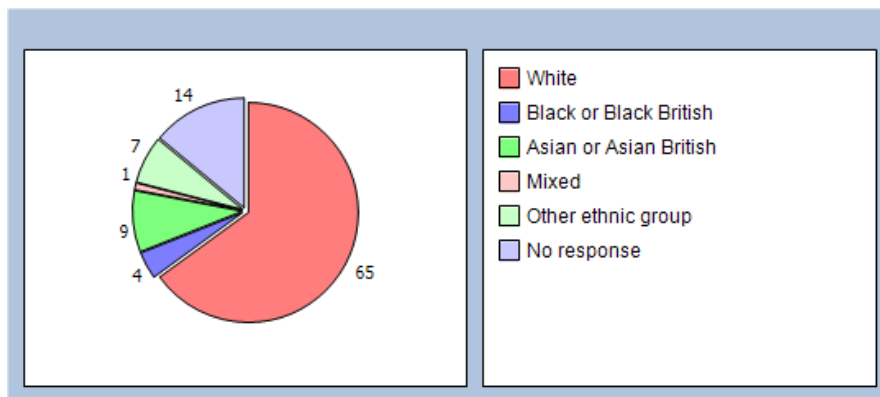
**Are you**

Female: 66%      Male: 25%      No response: 9%



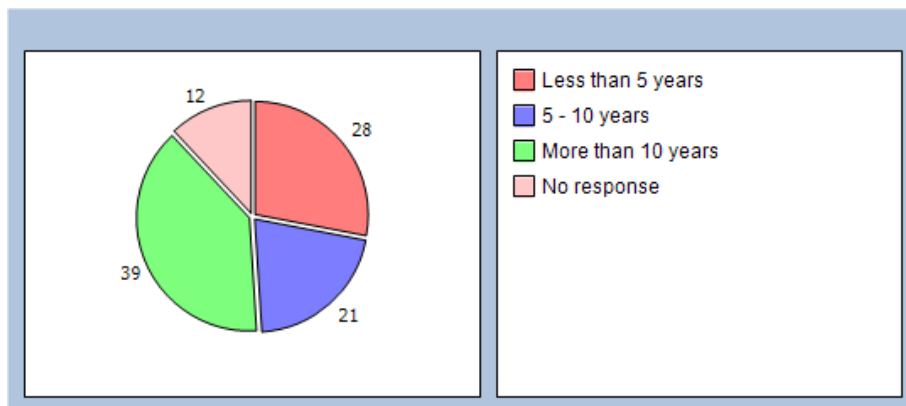
**What is your ethnic group?**

White: 65%    Black or Black British: 4%    Asian or Asian British: 9%  
Mixed: 1%    Chinese: 0%    Other ethnic group: 7%    No response: 14%



**How many years have you been attending this practice?**

Less than 5 years: 28%    5 - 10 years: 21%    More than 10 years: 39%  
No response: 12%



**Thank you very much for your time and assistance**