

Grey Road Patient Survey 2013

Started 12:34 5 Mar 2013
Ended Ongoing
Duration 14 days

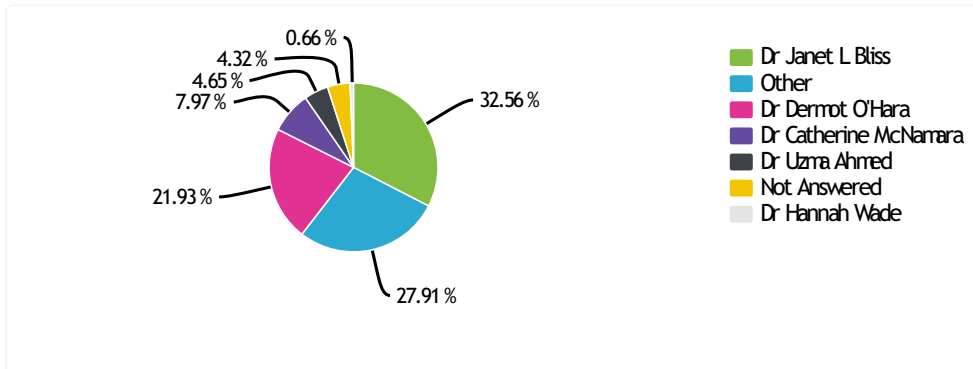
Respondents 302
Report generated 09:02 20 Mar 2013

Answers

Page 1:

Who is your usual Doctor?

302 responses (100%)



Other

84 responses (27.81%)

Any

Any

any doctor

any doctor

any doctor

no doctor chosen

and Dr O'Hara

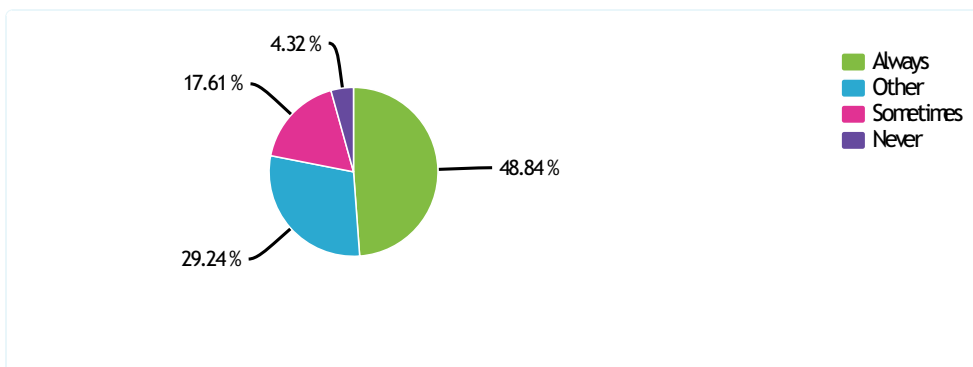
any doctor

any doctor

or any doctor available

In general how often do you see your preferred doctor?

301 responses (99.67%)



Other 88 responses (29.14%)

Don't have a preference

new patient

prepared to see any doctor

every time I have been

not answered

see dr about every 6 months

every 3 months

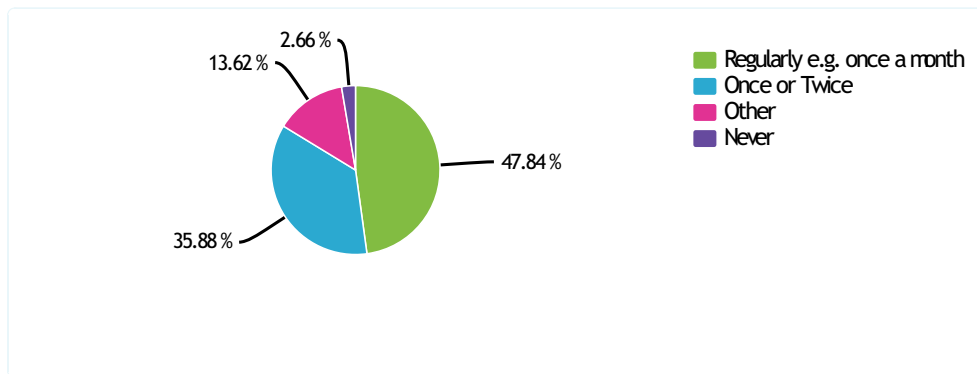
not answerd

not answered

not often

In the Last 12 months how many times have you seen a Doctor

301 responses (99.67%)



Other 41 responses (13.58%)

not answered

4 times

not answerd

3 times

4 times

10 times

4 times

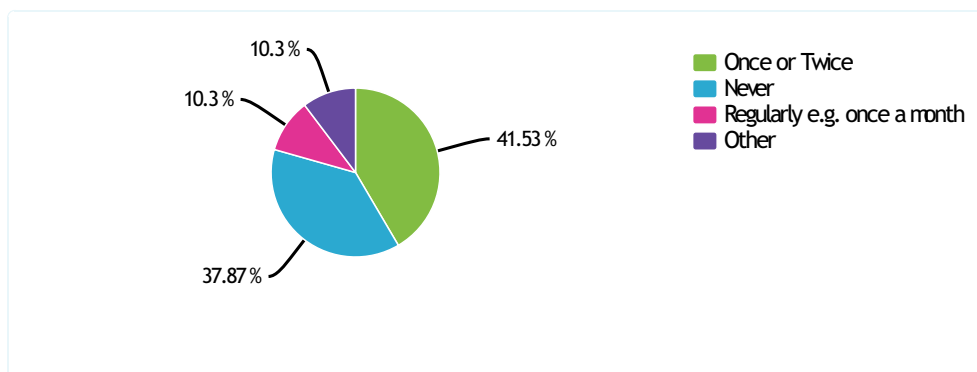
about 5 times a year

6 times a year

10 to 20 times

In the Last 12 months how many times have you seen a Nurse

301 responses (99.67%)



Other

32 responses (10.60%)

not answered

not answerd

3-5 times

more than 15

6 times

not answerd

not needed

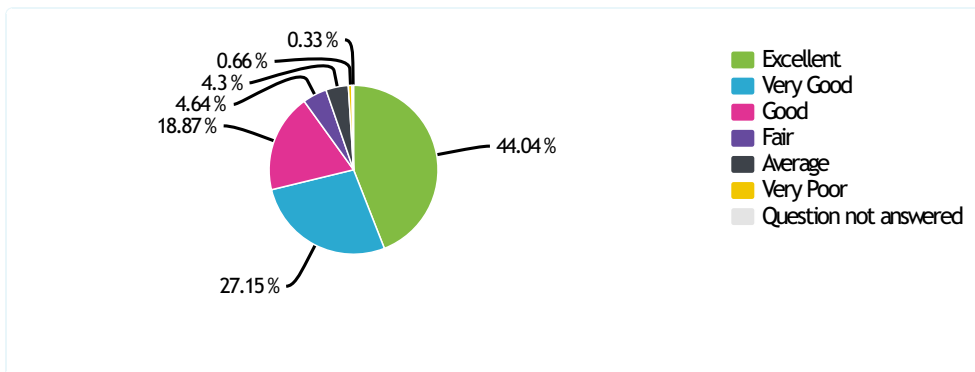
not answerd

not answerd

Page 2:

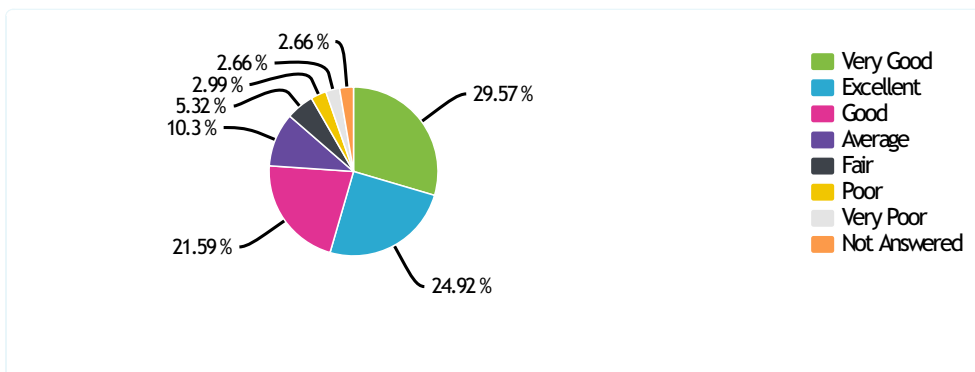
How do you Rate how you are treated by the Receptionists at the practice?

302 responses (100%)



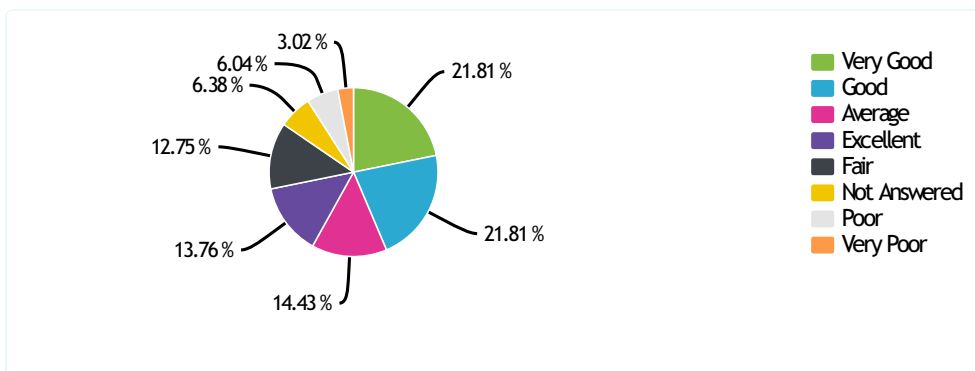
How do you Rate the hours your Practice is open for appointments?

301 responses (99.67%)



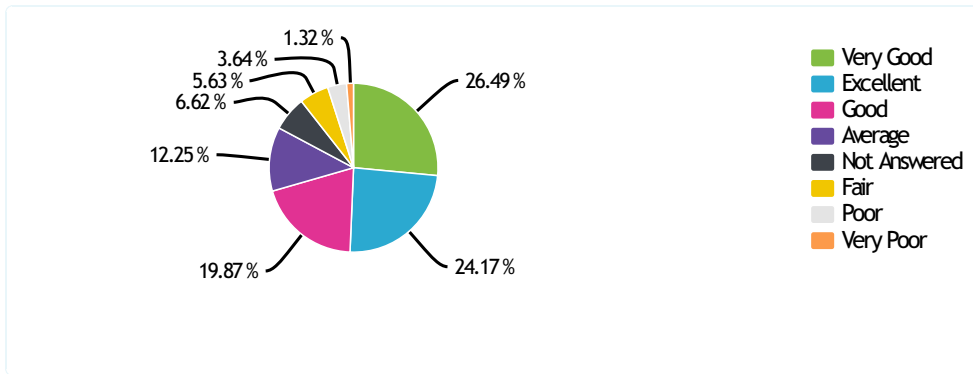
When you ask to see a particular doctor rate how quickly you are seen

298 responses (98.68%)



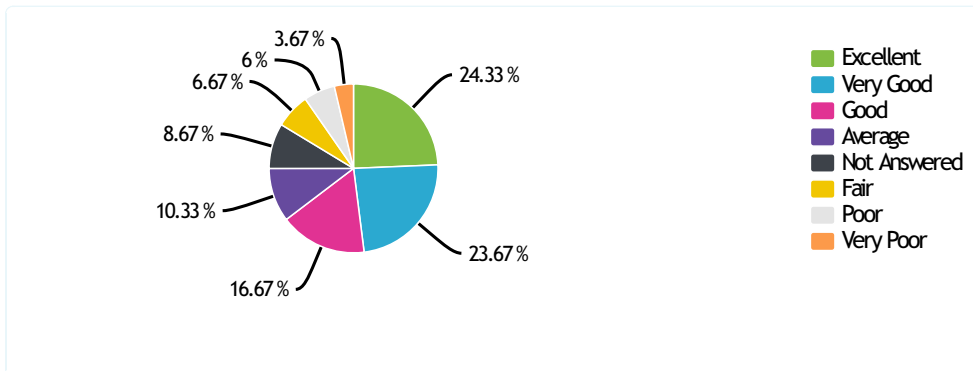
When you ask to see a ANY doctor rate how quickly you are seen

302 responses (100%)



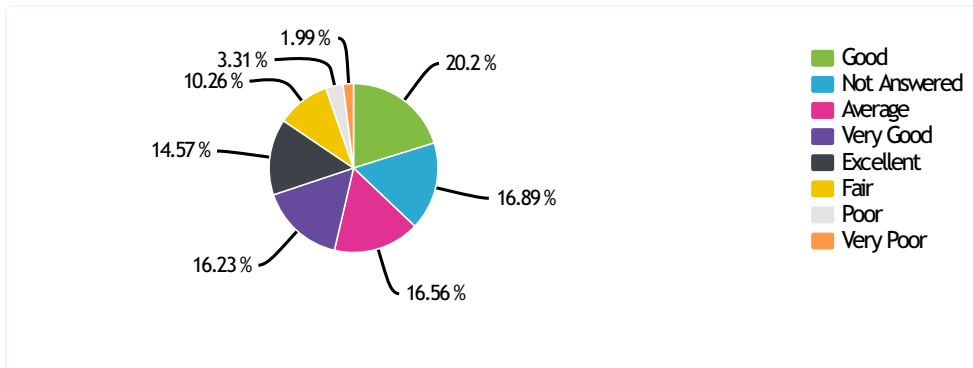
If you need to see a doctor URGENTLY on the same day rate how quickly you were seen

300 responses (99.34%)



On the day you attended for your appointment rate how long you had to wait to be seen by the doctor

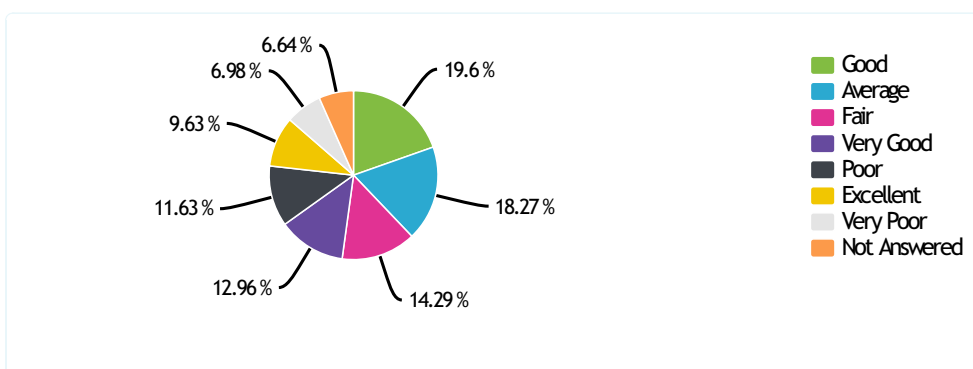
302 responses (100%)



Page 3:

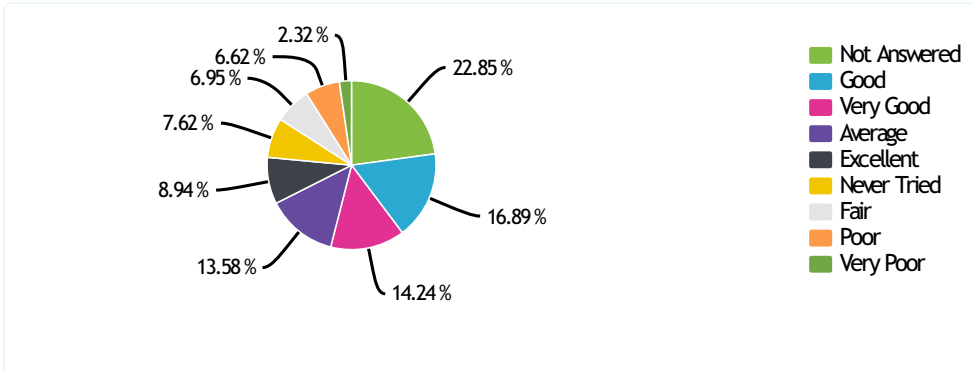
When you phone the practice how do rate the time it took to get through to speak to the receptionist?

301 responses (99.67%)



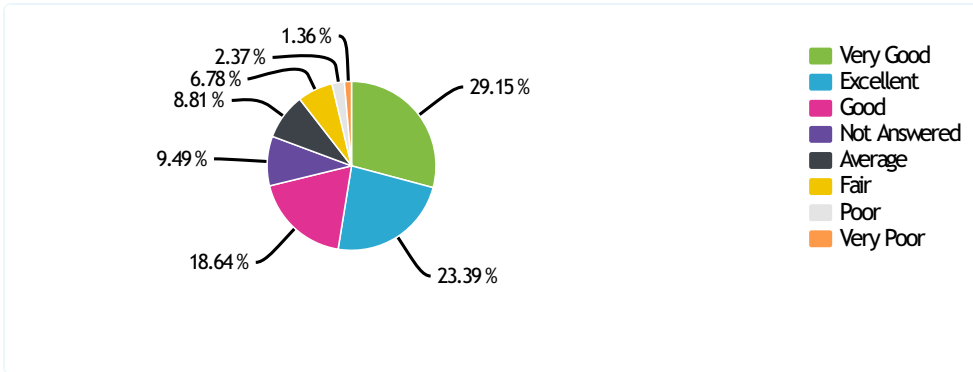
When you phone the practice how do rate the time it took to get to speak to a doctor is you need advice?

302 responses (100%)



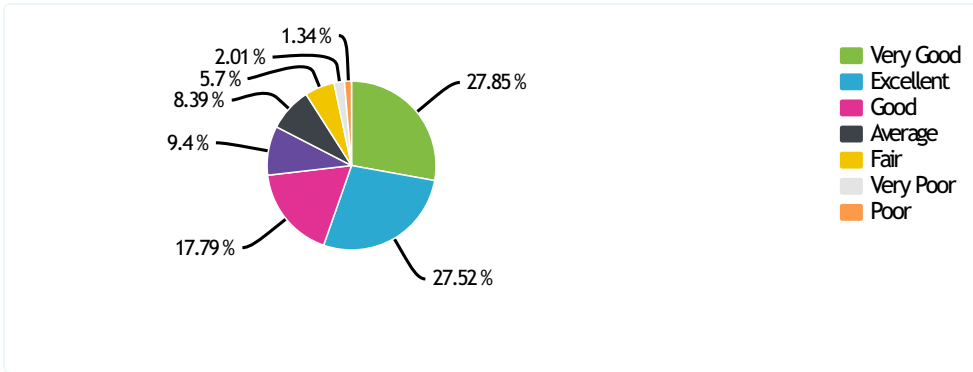
When you see a doctor how thoroughly does the doctor ask about your symptoms?

295 responses (97.68%)



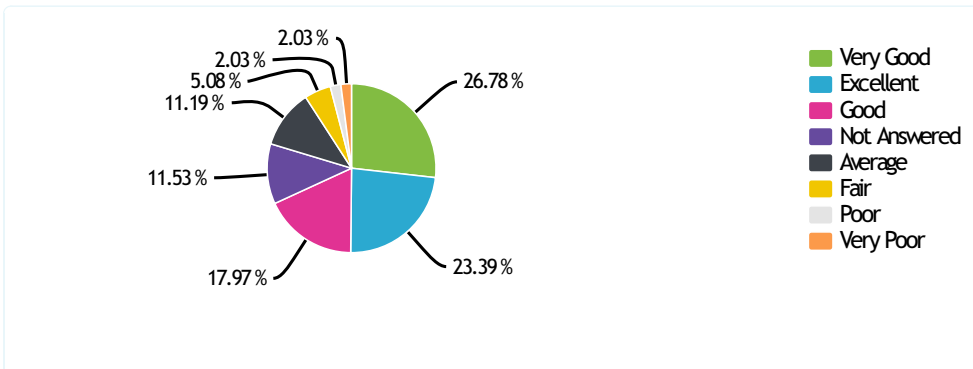
Rate how well the doctor listened to what you had to say

298 responses (98.68%)



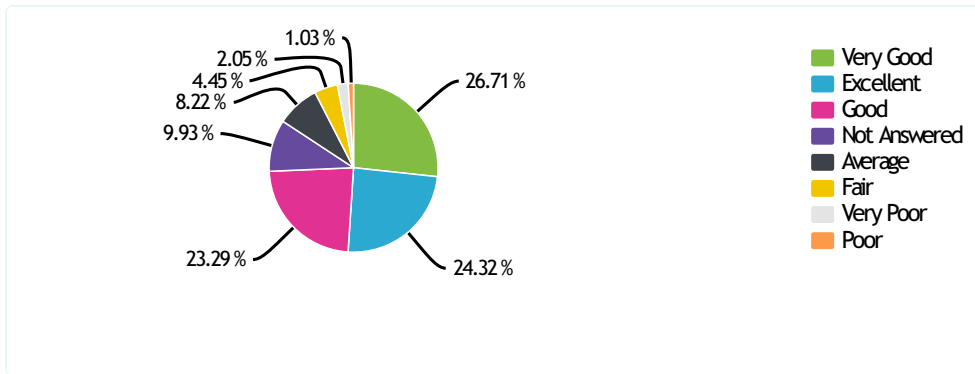
Rate how much does your doctor involve you in decisions about your care

295 responses (97.68%)



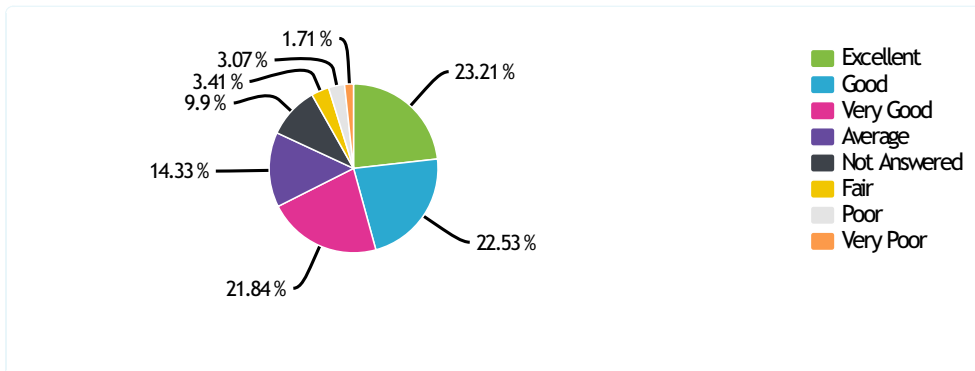
Rate how well your doctor explained your problem or any treatment you may need

292 responses (96.69%)



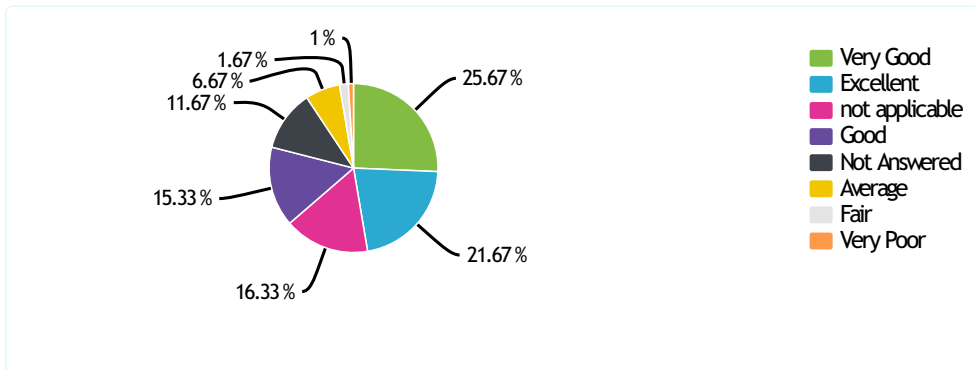
Rate the amount of time your doctor spends with you

293 responses (97.02%)



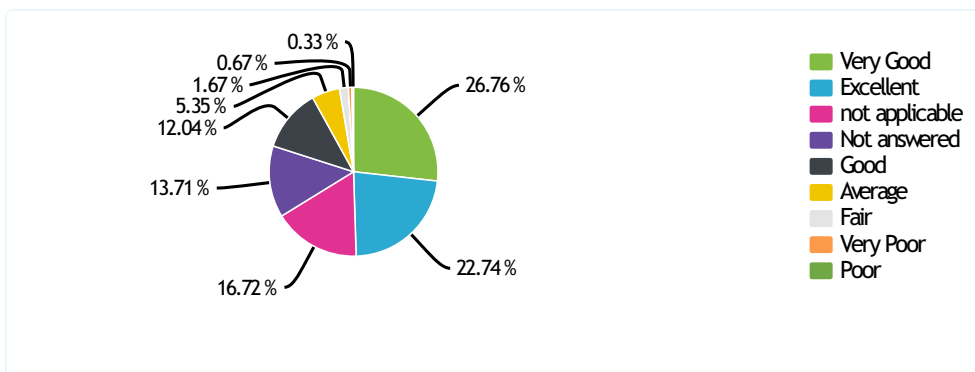
When you see a nurse Rate how well does the nurse listen to what you have to say

300 responses (99.34%)



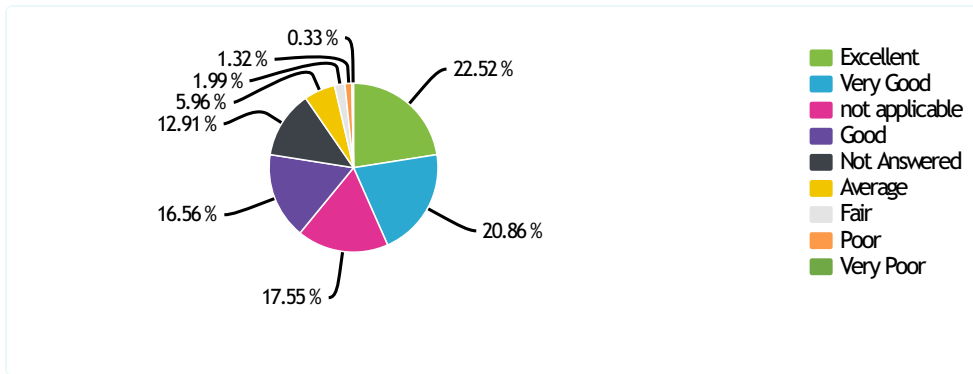
How well does the nurse explain your problem and any treatment you might need

299 responses (99.01%)



Rate the amount of time the nurse spends with you

302 responses (100%)



Page 4:

How old are you?

302 responses (100%)

46

62

46

25

27

74

44

38

39

98

Do you have a long standing illness, disability or infirmity? By long standing we mean a condition that effects you over a long period of time e.g. Asthma, Diabetes etc

302 responses (100%)

yes

no

no

no

no

no

no

depression

no

Are you male or female?

302 responses (100%)

ferrale

ferrale

male

ferrale

ferrale

ferrale

ferrale

male

ferrale

ferrale

Do you have any other comments or is there anything that is not listed but you feel can be improved at the practice 302 responses (100%)

excellent GP practice couldnt ask for more

given present day demands Grey RRoad surgery is excellent

appointments should not be a medical emergency only