

# The Grey Road Surgery

## Patient Survey January 2012

300 Questionnaires were produced his represented just over 5% of the practice population.

We asked patients attending the surgery to complete a questionnaire.

The results of which are as follows:

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Patients were asked the last time they saw a GP at the practice:

- 60% in the past 3 months
- 22.6% 3-6 months ago
- 15% more than 6 months ago
- 2.4% hadn't seen a GP at the practice

Of the 2.4% of patients who hadn't seen a GP at the practice we asked why this was:

- 70% had not need to see a GP
- 10% said they couldn't be seen at a convenient time
- 10% said they couldn't get an appointment
- 1.6% said they didn't like or trust the doctor
- 8.3% said for another reason

Patients were asked how they normally book an appointment to see a doctor or nurse at the practice:

- 22.1% booked in person
- 76.9% by telephone
- 0.96% online

We then asked which of the following ways they would prefer to book an appointment:

- 20.43% in person
- 61.58% by telephone
- 0.27% by fax
- 14.17% online
- 0.54% digital TV
- 2.99% had no preference

We asked how easy they had found the following in the past 6 months

**Getting through on the telephone:**

- 25.56% very easy
- 42.10% fairly easy
- 17.29% not very easy
- 10.15% not at all easy
- 4.13% hadn't tried
- 0.75% didn't know

**Speaking to a doctor on the telephone:**

- 11.11% very easy
- 16.93% fairly easy
- 10.05% not very easy
- 6.35% not at all easy
- 42.86% hadn't tried
- 12.69% didn't know

**Speaking to a nurse on the telephone:**

- 4.95% very easy
- 10.43% fairly easy
- 6.04% not very easy
- 2.75% not at all easy
- 56.59% hadn't tried
- 19.23% didn't know

**Obtaining test results:**

- 15.13% very easy
- 10.8% fairly easy
- 4.32% not very easy
- 6.48% not at all easy
- 47.56% hadn't tried
- 15.67% didn't know

**Appointments:**

We asked if they had tried to see a doctor quickly (quickly meaning on the same day or within 2 weekdays):

- 75.18% Yes they had
- 20.74% No they hadn't
- 4.07% couldn't remember

When asked if they were able to see a doctor quickly:

- 76% said Yes they could
- 18.8% said they couldn't make an appointment
- 6.17% couldn't remember

When we asked the patients who said they couldn't make an appointment they gave the following reasons:

- 57.6% said there were no appointments
- 15.25% said the time of the appointment didn't suit
- 16.9% said it was a doctor they didn't want to see
- 6.77% said another reason
- 3.38% couldn't remember

We then asked if they had tried to book an appointment in advance with a doctor in the past 6 months: (an advance appointment being more than 2 weekdays in advance)

- 52.47% said yes they had
- 44.48% said no they hadn't
- 3.04% couldn't remember

We then asked the last time you tried to book an appointment in advance were they able to:

- 65.51% said yes
- 26.1% said no
- 8.37% couldn't remember

## **Premises:**

We asked how easy they found it getting into the building:

- 81.75% very easy
- 16.79% fairly easy
- 1.46% not very easy

We asked how clean they thought the building was:

- 86.34% very clean
- 12.91% fairly clean
- 0.74% didn't know

## **Reception:**

We asked can other patients hear what your say to the receptionist

- 71.53% said yes they could but they didn't mind
- 17.51% said yes they could and they were not happy about it
- 5.10% No they couldn't hear
- 5.83% said they didn't know

When asked how helpful they found the Receptionists at the practice

- 77% very helpful
- 20% fairly helpful
- 2.55% not very helpful
- 0.36% not at all helpful

## Waiting Times:

We asked how long they had to wait to be seen after their appointment:

- 14% said they were seen on time
- 3.69% said they waited less than 5 minutes
- 49.44% said they waited 5-15 minutes
- 23.61% said they waited 15-30 minutes
- 4.06% waited more than 30 minutes
- 1.48% couldn't remember
- 3.69% said they didn't have a specific appointment time

When asked how they felt about the time they had to wait:

- 57.47% felt they didn't wait long
- 32.95% felt they had to wait a bit too long
- 6.13% felt they waited far too long
- 3.44% had no opinion

We asked is there a doctor you prefer to see:

- 67.04% said Yes
- 32.96% said No

We asked how often you saw the doctor you prefer to see:

- 39.63% said always
- 17.57% said a lot of the time
- 33.33% some of the time
- 1.8% never or almost never
- 7.66% not tried

## Opening Hours:

We asked how satisfied patients were with the opening hours:

- 67.4% very satisfied
- 23.97% fairly satisfied
- 4.86% neither satisfied or dissatisfied
- 1.12% quite satisfied
- 0.75% very dissatisfied
- 1.87% didn't know the hours

We asked the patients when they knew the surgery was open

- 62.63% didn't know the opening hours

When asked if they would like additional opening hours at the surgery:

- 61% said they would like additional opening hours
- 39% said they didn't want additional opening hours

We asked the patients to rate the GP they last saw at the practice the results are shown in the table below:

	<b>Very good</b>	<b>Good</b>	<b>Neither good or poor</b>	<b>Poor</b>	<b>Very Poor</b>	<b>Doesn't apply</b>
<b>Giving you enough time</b>	50.80%	36%	6%	6%	0.40%	0.80%
<b>Asking you about your symptoms</b>	50%	37.60%	6.80%	4.80%		0.80%
<b>Listening</b>	47.69%	39.33%	7.11%	5.85%	0.41%	0.83%
<b>Explaining tests and treatments</b>	48.72%	33.47%	9.32%	3.81%	0.42%	4.23%
<b>Involving you in decisions about your care</b>	44.39%	35.68%	10.78%	3.73%		5.39%
<b>Treating you with care and concern</b>	50.40%	31.70%	10.56%	6.09%		1.22%
<b>Taking you problems seriously</b>	50%	34.14%	8.13%	6.09%	0.81%	0.81%

## Practice Nurse:

We asked patients how easy it was to get an appointment with the Practice Nurse

- 32.69% very easy
- 20.15% fairly easy
- 3.8% not very easy
- 0.38% not very easy at all
- 4.94% didn't know
- 38.02% hadn't tried

We asked last time you saw the practice nurse how good did you find her on the following

	<b>Very good</b>	<b>Good</b>	<b>Neither good or poor</b>	<b>poor</b>	<b>very poor</b>	<b>doesn't apply</b>
<b>Giving you enough time</b>	58.47%	33.90%	1.75%		0.58%	4.67%
<b>Asking about your symptoms</b>	56.79%	33.33%	1.23%		1.23%	7.40%
<b>Listening</b>	59.03%	33.73%	0.60%	0.60%	0.60%	5.42%
<b>Explaining tests and treatments</b>	57.05%	33.74%	0.61%	0.61%	0.61%	7.36%
<b>Involving you in decisions</b>	55.90%	31.67%	2.48%		1.24%	8.69%

<b>about your care</b>						
<b>Treating you with care and concern</b>	58.28%	34.96%			1.22%	5.52%
<b>Taking you problems seriously</b>	58.75%	33.75%	0.62%	0.62%	0.62%	5.60%

We asked, in general how satisfied the patients were with your care they got at the surgery:

- 65.9% very satisfied
- 29.1% fairly satisfied
- 4.2% neither satisfied or dissatisfied
- 0.38% quite dissatisfied
- 0.38% very dissatisfied

We asked, how likely they would be to recommend the surgery to someone who had moved to the area:

- 80.62% Yes they would
- 9.3% said they might
- 5.42% weren't sure
- 3.1% probably not
- 1.55% said they definitely wouldn't

Results to be discussed at: PRG meeting Monday 20<sup>th</sup> February 2012 17:30 Breeze Hill Neighbourhood HC 1<sup>st</sup> Floor waiting area.