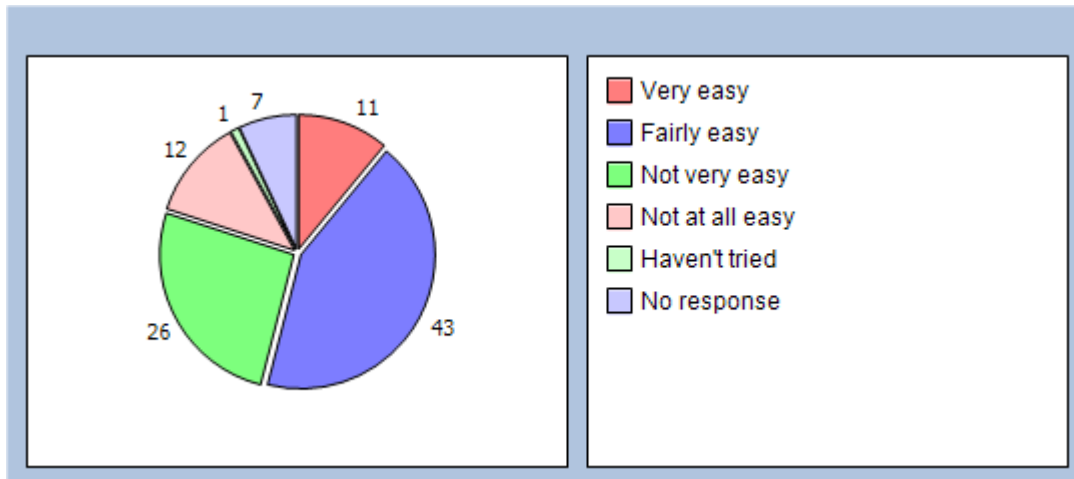


Patient Satisfaction Survey January 2019

Number of Responses: **641**

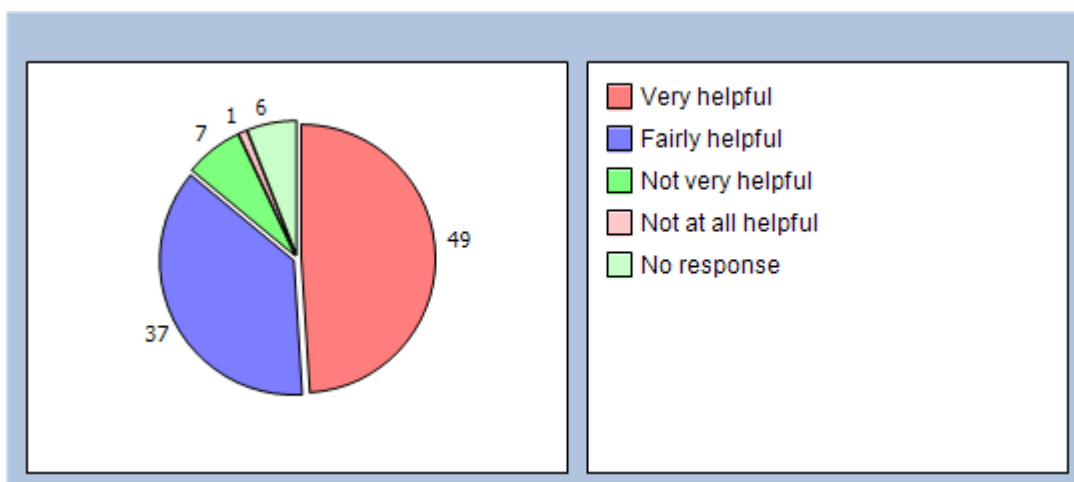
Generally, how easy is it to get through to someone at the surgery on the phone?

Very easy **11%**
Fairly easy **43%**
Not very easy **26%**
Not at all easy **12%**
Haven't tried **1%**
No response **7%**



How helpful do you find the receptionists at the surgery?

Very helpful **49%**
Fairly helpful **37%**
Not very helpful **7%**
Not at all helpful **1%**
Don't know **0%**
No response **6%**



Which of the following general practice online services have you used in the past 12 months?

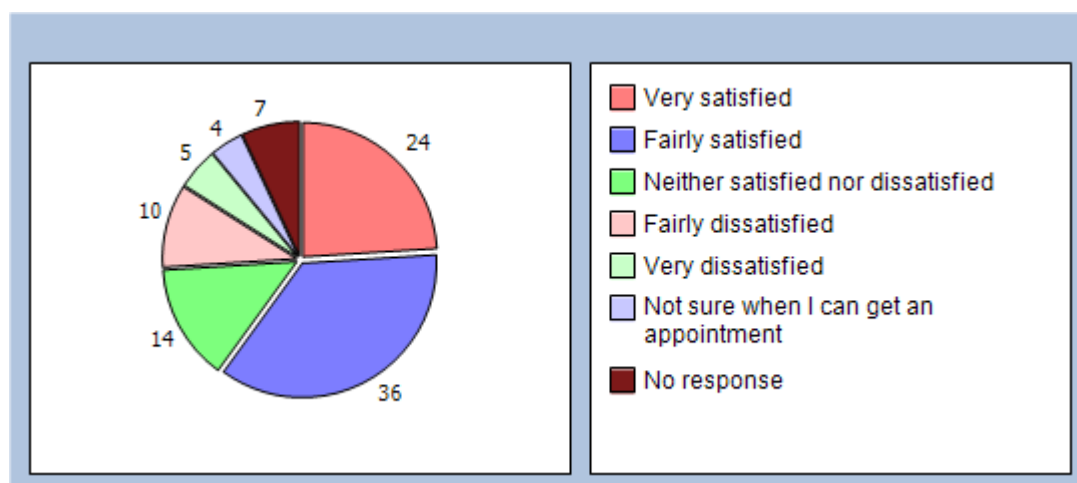
Booking appointments online **37%**
Ordering repeat prescriptions online **42%**
Accessing my medical records online **2%**
None of these **41%**

As far as you are aware, what general practice appointment times are available to you? (Please select all boxes that apply to you)

- Before 8.00 am on at least one weekday **31%**
- Weekdays between 8.00 am and 6.30 pm **74%**
- After 6.30 pm on a weekday **21%**
- On a Saturday **26%**
- On a Sunday **16%**
- Don't know **15%**

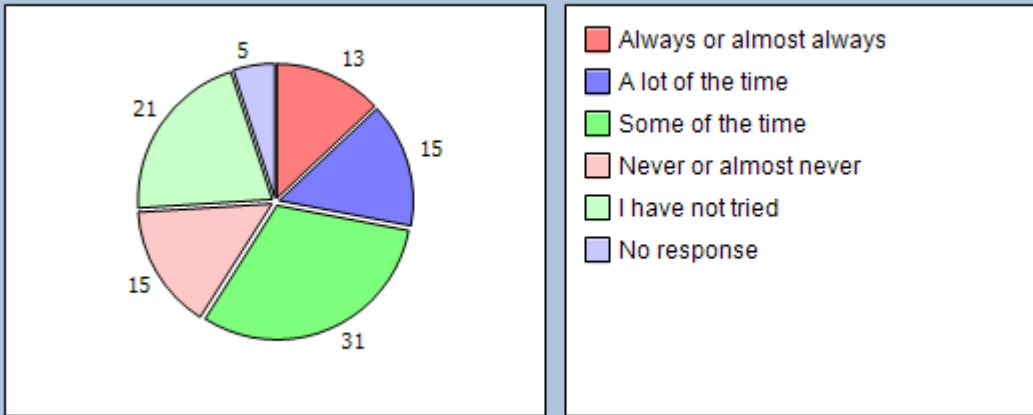
How satisfied are you with the general practice appointment times available to you?

- Very satisfied **24%**
- Fairly satisfied **36%**
- Neither satisfied nor dissatisfied **14%**
- Fairly dissatisfied **10%**
- Very dissatisfied **5%**
- Not sure when I can get an appointment **4%**
- No response **7%**



How often do you see or speak to your preferred GP when you would like to?

- Always or almost always **13%**
- A lot of the time **15%**
- Some of the time **31%**
- Never or almost never **15%**
- I have not tried **21%**
- No response **5%**



When you last tried to make a general practice appointment (either for yourself or for someone else), where you offered a choice of appointment? (This could be a choice of place, time or healthcare professional. Please tick all boxes that apply to you.)

- Yes, choice of appointment type, eg face to face, telephone or extended hours appointment **27%**
- Yes, choice of day or time **28%**
- Yes, choice of healthcare professional **9%**
- No, I was not offered a choice of appointment **34%**
- Can't remember **8%**

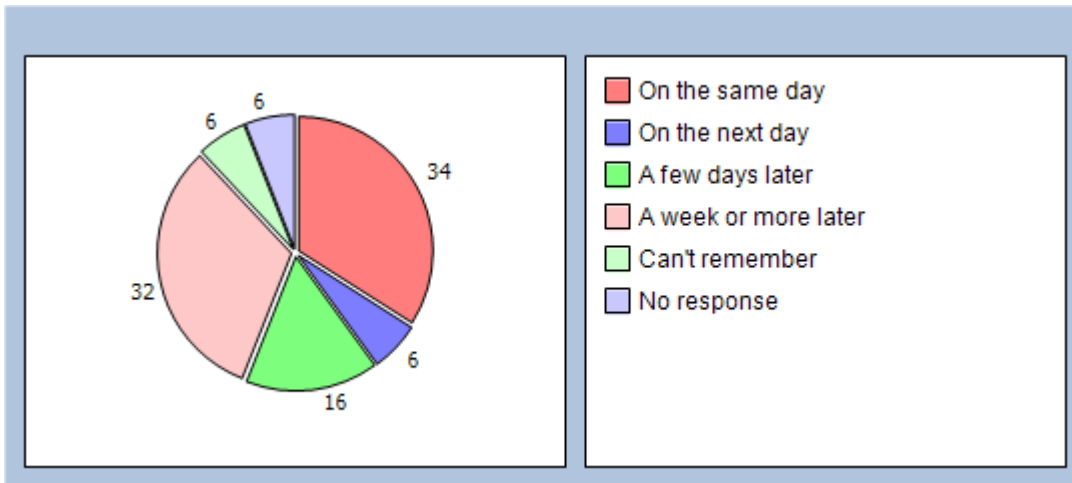
Were you satisfied with the type of appointment you were offered?

- Yes and I accepted an appointment **68%**
- No but I still took an appointment **21%**
- No and I did not make an appointment **5%**
- No response **6%**



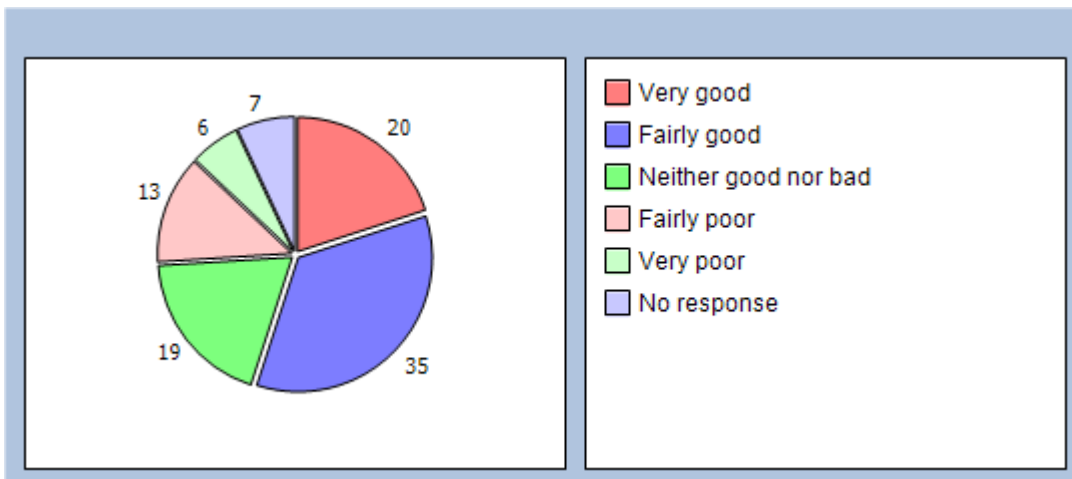
How long after initially trying to book the appointment did the appointment take place?

- On the same day **34%**
- On the next day **6%**
- A few days later **16%**
- A week or more later **32%**
- Can't remember **6%**
- No response **6%**



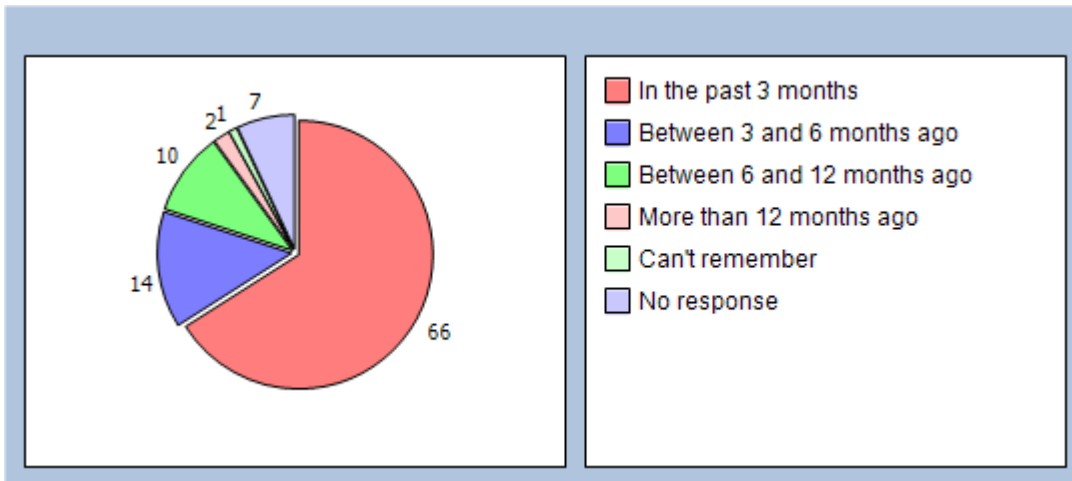
Overall, how would you describe your experience of making an appointment?

Very good **20%**
 Fairly good **35%**
 Neither good nor bad **19%**
 Fairly poor **13%**
 Very poor **6%**
 No response **7%**



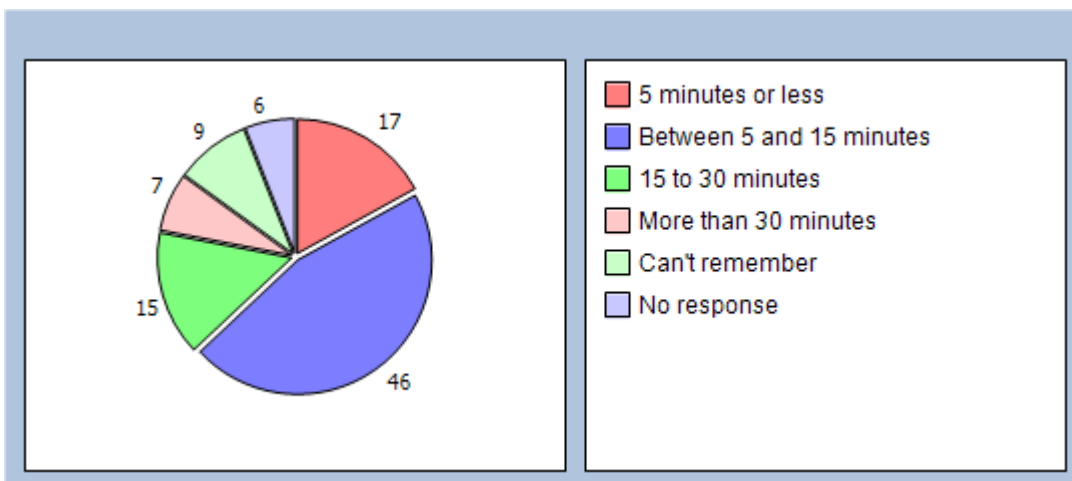
When was your last general practice appointment (including different healthcare professionals, telephone appointments etc?)

In the past 3 months **66%**
 Between 3 and 6 months ago **14%**
 Between 6 and 12 months ago **10%**
 More than 12 months ago **2%**
 Can't remember **1%**
 No response **7%**



How long after your appointment time did you have to wait to see or speak to the healthcare professional?

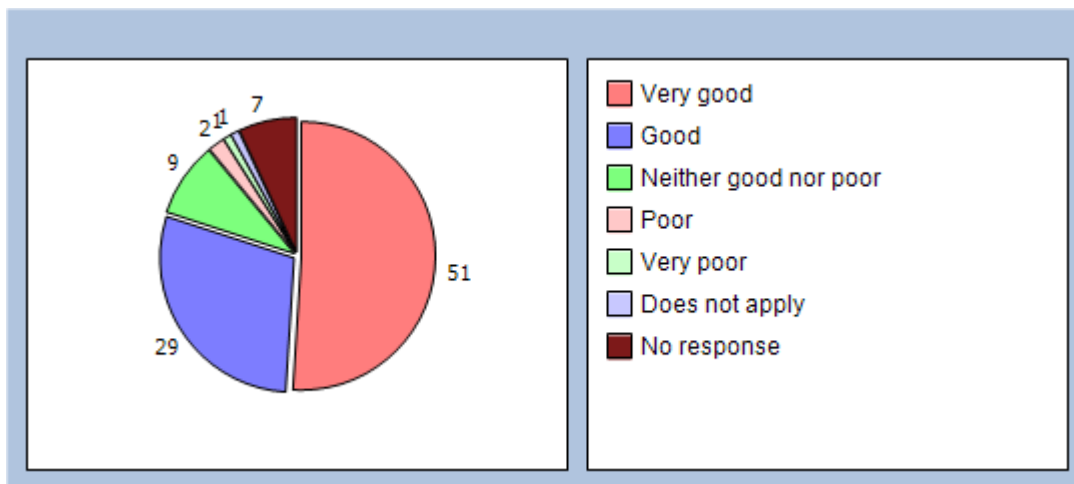
- 5 minutes or less **17%**
- Between 5 and 15 minutes **46%**
- 15 to 30 minutes **15%**
- More than 30 minutes **7%**
- Can't remember **9%**
- No response **6%**



Last time you had a general practice appointment, how good was the healthcare professional at each of the following: (a) Giving you enough time

- Very good **51%**
- Good **29%**
- Neither good nor poor **9%**
- Poor **2%**
- Very poor **1%**
- Does not apply **1%**

No response **7%**



(b) Listening to you

Very good **55%**

Good **27%**

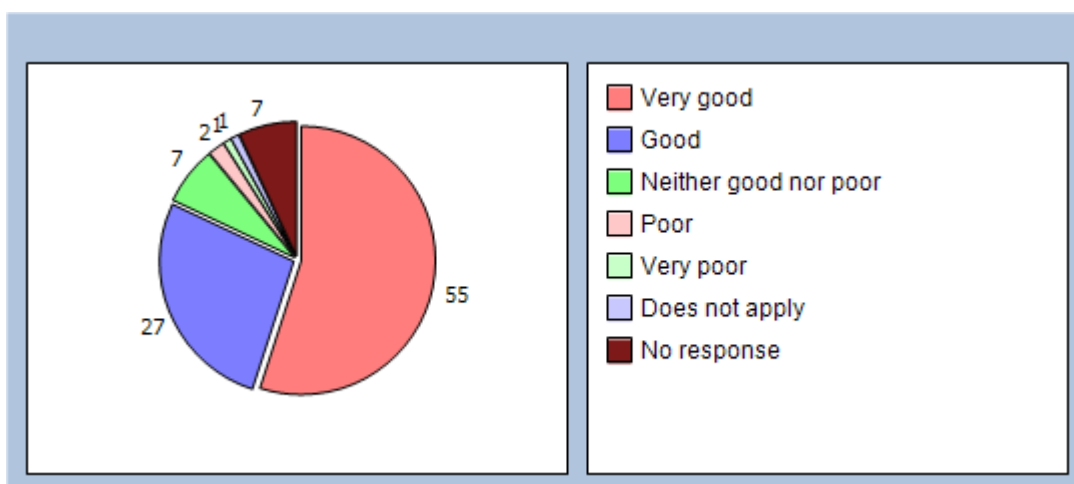
Neither good nor poor **7%**

Poor **2%**

Very poor **1%**

Does not apply **1%**

No response **7%**



(c) Treating you with care and concern

Very good **55%**

Good **26%**

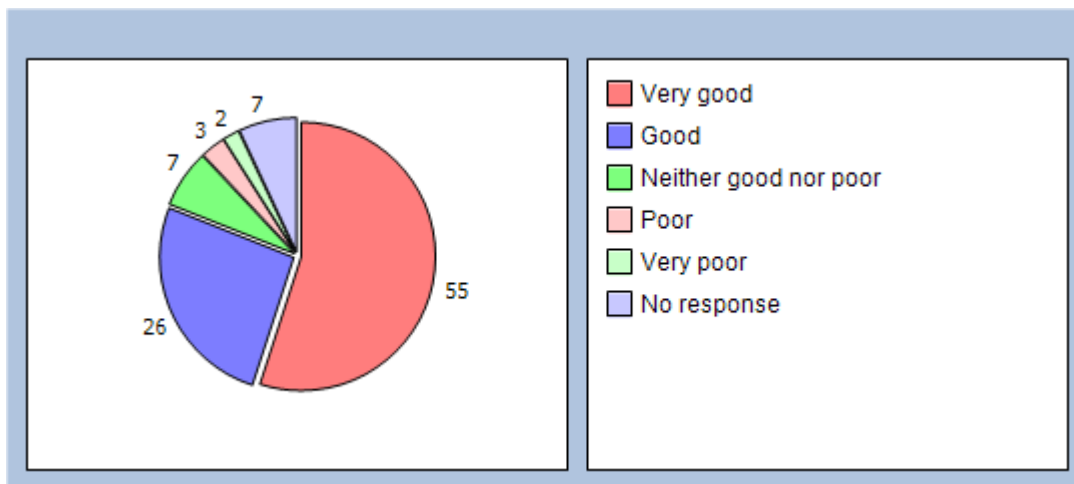
Neither good nor poor **7%**

Poor **3%**

Very poor **2%**

Does not apply **0%**

No response **7%**



During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs you might have had?

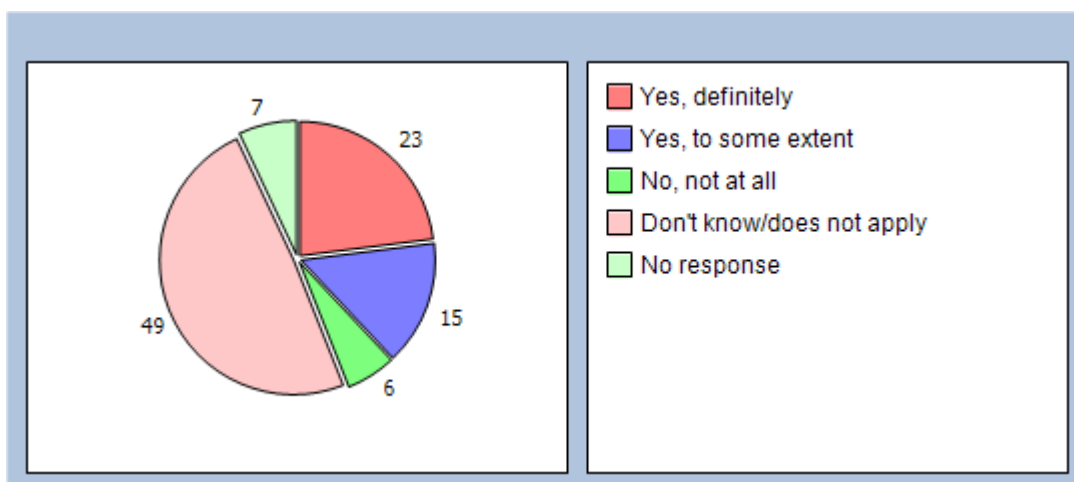
Yes, definitely **23%**

Yes, to some extent **15%**

No, not at all **6%**

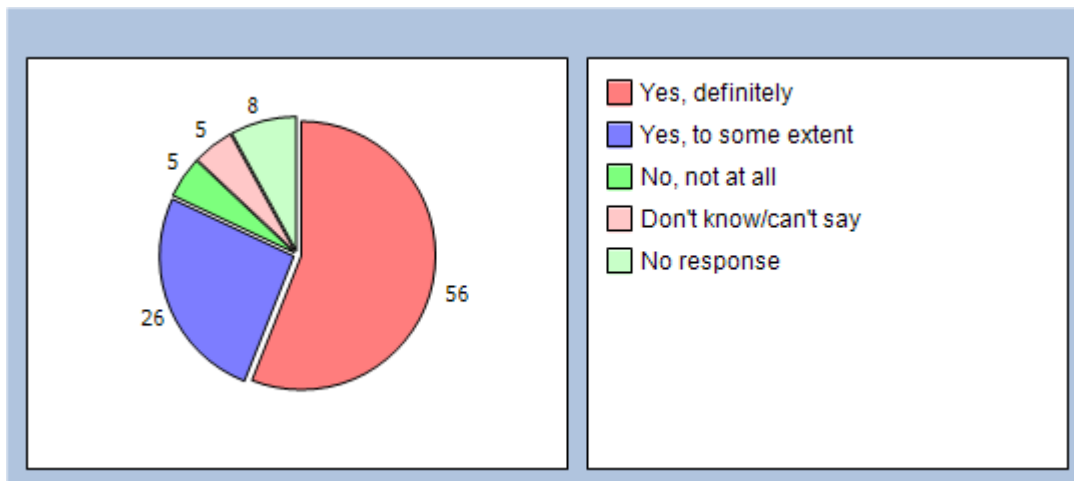
Don't know/does not apply **49%**

No response **7%**



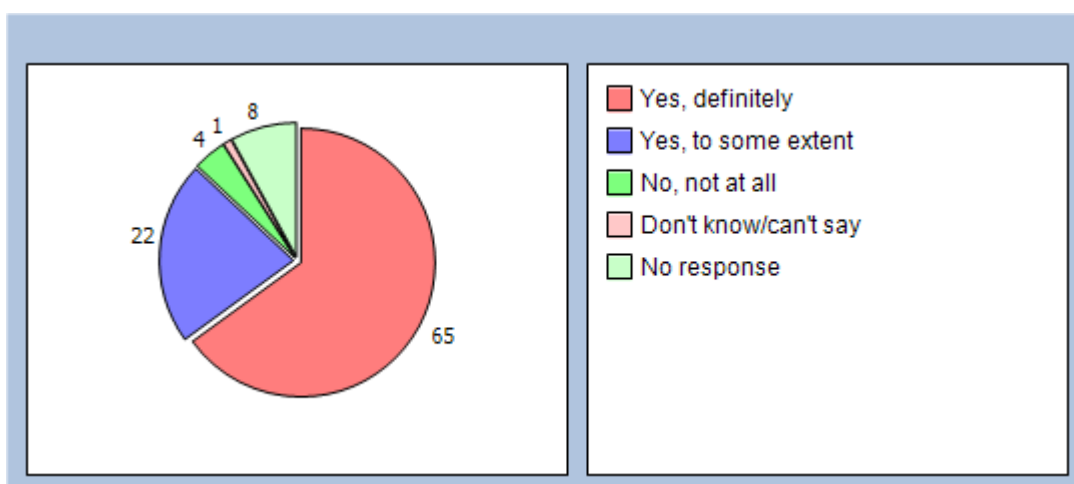
During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

Yes, definitely **56%**
Yes, to some extent **26%**
No, not at all **5%**
Don't know/can't say **5%**
No response **8%**



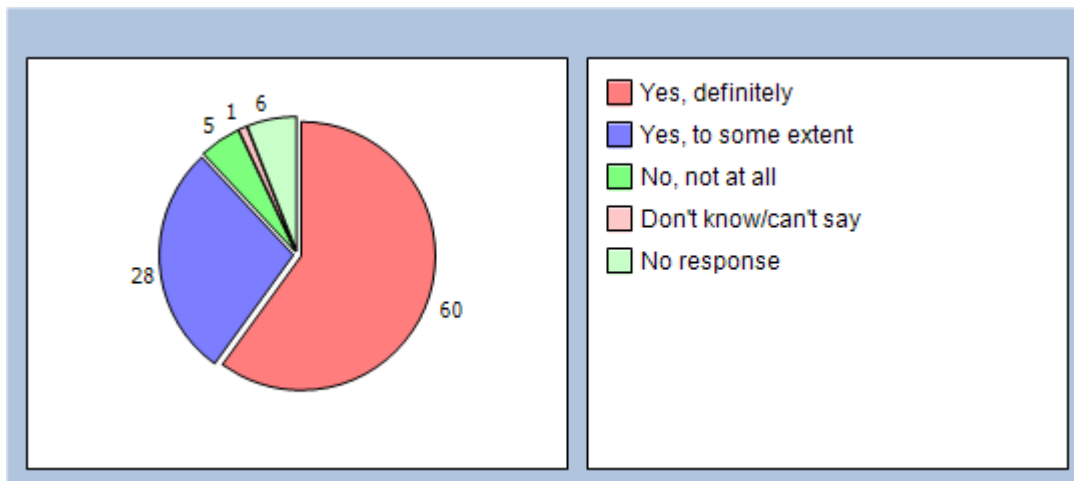
During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

Yes, definitely **65%**
Yes, to some extent **22%**
No, not at all **4%**
Don't know/can't say **1%**
No response **8%**



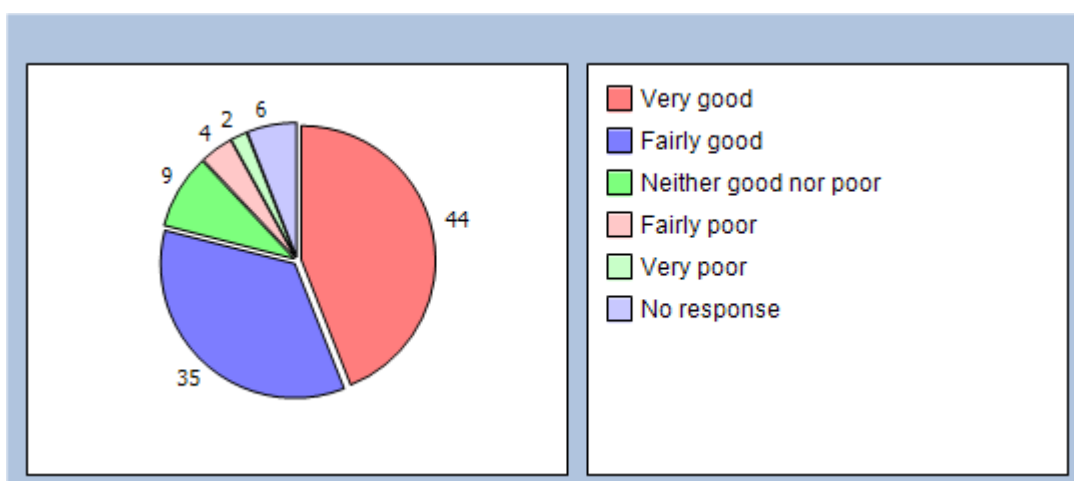
Thinking about the reason for your last general practice appointment, were your needs met?

Yes, definitely **60%**
Yes, to some extent **28%**
No, not at all **5%**
Don't know/can't say **1%**
No response **6%**



Overall, how would you describe your experience of your GP practice?

Very good **44%**
Fairly good **35%**
Neither good nor poor **9%**
Fairly poor **4%**
Very poor **2%**
No response **6%**



How likely are you to recommend our GP practice to family and friends?

Extremely likely **38%**

Likely **30%**

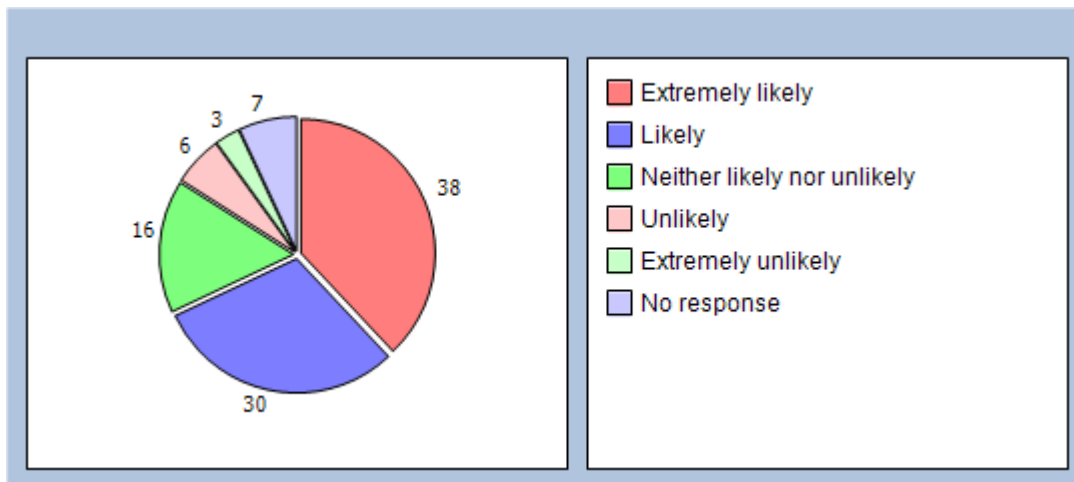
Neither likely nor unlikely **16%**

Unlikely **6%**

Extremely unlikely **3%**

Don't know **0%**

No response **7%**



If you have any comments or feedback you would like to give, please feel free to do so in the space provided below. We appreciate the time you have taken to complete this questionnaire and we will use the information provided to look at ways of improving the services we offer to our patients.