Re: F81149– The Laurels, Patient Reference Group Questionnaire 2013/14

The calculations on the report and charts are made as follows:

No Answer: The number of patients who did not complete the question.
Patients responding “NA”, “Unknown” are excluded from the percentage satisfaction score.

Satisfaction: The percentage of patients who responded “Good”, “Very Good” or “Excellent” or Easy/ Helpful and Fairly Easy/ Helpful.

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill Warn

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Audit and IT Lead

Primary Health Care
General Practice Questionnaire

Practice Code: The Laurels Surgery	Number returns: 271

About you

Q1. Are you

Male	Female	No Answer
115	156	0

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
1	22	33	50	51	63	33	14	4

Q3. Which Ethnic group do you belong to?

A: White	248	B:Mixed	2	C: Asian or Asian British	0
British	19	White and Black Caribbean	0	Indian	0
Irish	1	White and Black African	0	Pakistani	0
Black	0	White and Asian	0	Bangladeshi	0
Other White background	0	Other Mixed background	0	Other Asian background	0

No answer 1

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
132	8	1	10	18	96	0	6

Q5. Do you have a long-standing health condition?

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Yes	No	Don't know /can't say	No answer
152	109	10	0

Your Journey

Q6. How do you travel to the Surgery?

Walk	Car	Cycle	Public Transport	Other	No answer
80	155	2	2	4	28

Q7. Does this present any problems?

Yes	No	No answer
32	234	5

Your Practice

Q8. How easy do you find getting into the building at the Surgery?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
231	33	5	0	2

Q10. How clean is the practice waiting room?

Very clean	Fairly clean	Not very clean	Don't know	No answer
245	25	0	0	1

Reception

Q11. How helpful do you find the receptionists at your surgery?

Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
249	20	1	0	1

Q12. In the reception area, can other patients overhear what you say to the Receptionist?

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Yes	No	Don't know	No Answer
182	29	54	6

Appointments

Q13. In the last 12 months how many times have you see a GP/Nurse at your practice?

None	1-3times	4-6 times	6 or more times	No answer
5	92	84	87	3

Q14. How do you normally book your appointment to see a GP/Nurse?

In person	By Phone	No answer
46	198	27

Q15a. Considering the volume of calls, how easy is it to get through to reception at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
34	178	44	4	11

Q15b. Comments

See comments attached

Q16. How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	Fairly easy	Not very easy	Not at all easy	N/A	No answer
48	91	22	3	81	26

Q17. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
119	86	30	8	28

Q18. How often do you get to see your GP/Nurse you have requested?

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Always	A lot of the time	Some of the time	Never	N/A	No answer
87	106	32	1	31	14

Q19. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes	No	Don't know, never tried	No answer
204	10	43	14

Q20a. Have you ever missed an appointment because?

I recovered	I forgot	I was delayed	Too difficult to cancel	Could not get through on the phone	No answer/NA
14	50	26	0	8	173

Q20b. Have you ever cancelled by text message?

Yes	No	No answer
7	246	18

Q21. Is your practice currently open at times that are convenient to you?

Yes	No	No answer
236	15	20

Dispensary Question

Q22. How do you order your repeat prescription?

Phone	Fax	Email	Chemist	By Hand	No Answer or N/A
21	2	47	40	110	51

Your Consultation

Q23. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

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A: Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
166	65	15	3	0	0	22

B: Make you feel at ease?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
173	57	17	2	0	0	22

C: Listening to you?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
163	65	19	2	0	0	22

D: Explaining treatment and tests?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
143	93	18	3	0	0	14

E: Involving you in decisions about your care?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
145	87	21	3	0	0	15

F: Treating you with care and concern?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
164	76	20	1	0	0	10

G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
236	24	1	0	0	0	10

H: Would you be completely happy to see this GP/ Nurse again?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
253	4	3	0	0	0	11

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Patient Experience

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

Excellent	Good	Fair	Poor	N/A	No answer
186	**68**	**5**	**0**	**0**	**12**

25: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes	No	No answer
264	**1**	**6**

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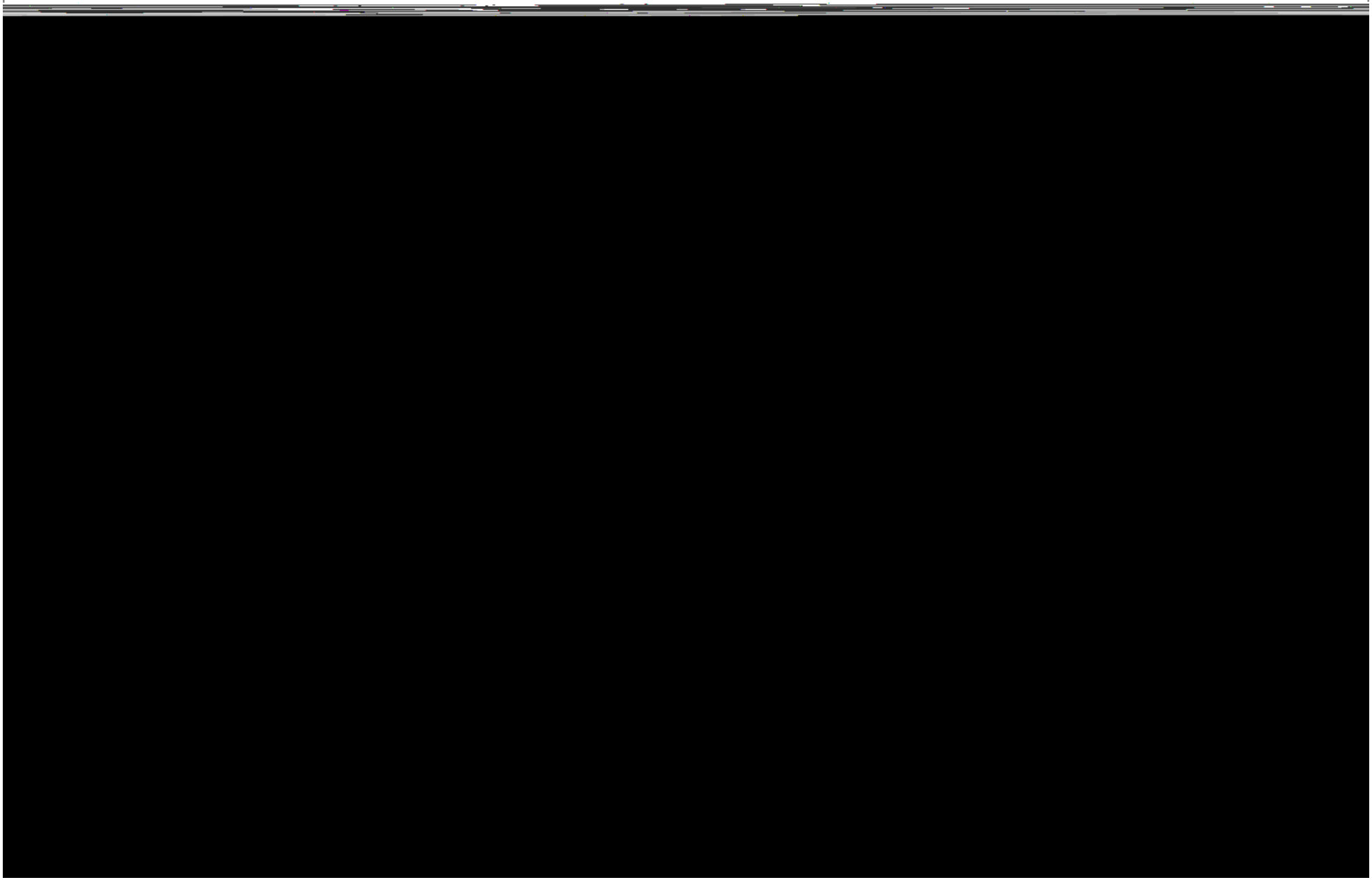

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Consultation Satisfaction Score
2013/14
2012/13
2011/12
100%
95%
90%
85%
80%
75%
70%
65%
60%
55%
50%
99% 97% 98%
99% 98% 100%
99% 96% 99%
99% 100% 99%
99% 100% 99%
100% 99% 99%
100% 100% 99%
100% 100% 100%
Giving you enough time
Make you feel at ease
How well Dr listens to what you say
How well Dr explains problems/treatments
How much Dr involves you in decisions about care
Dr's caring and concern for you
How much confidence and trust have you in your GP
Would you be happy to see the GP again

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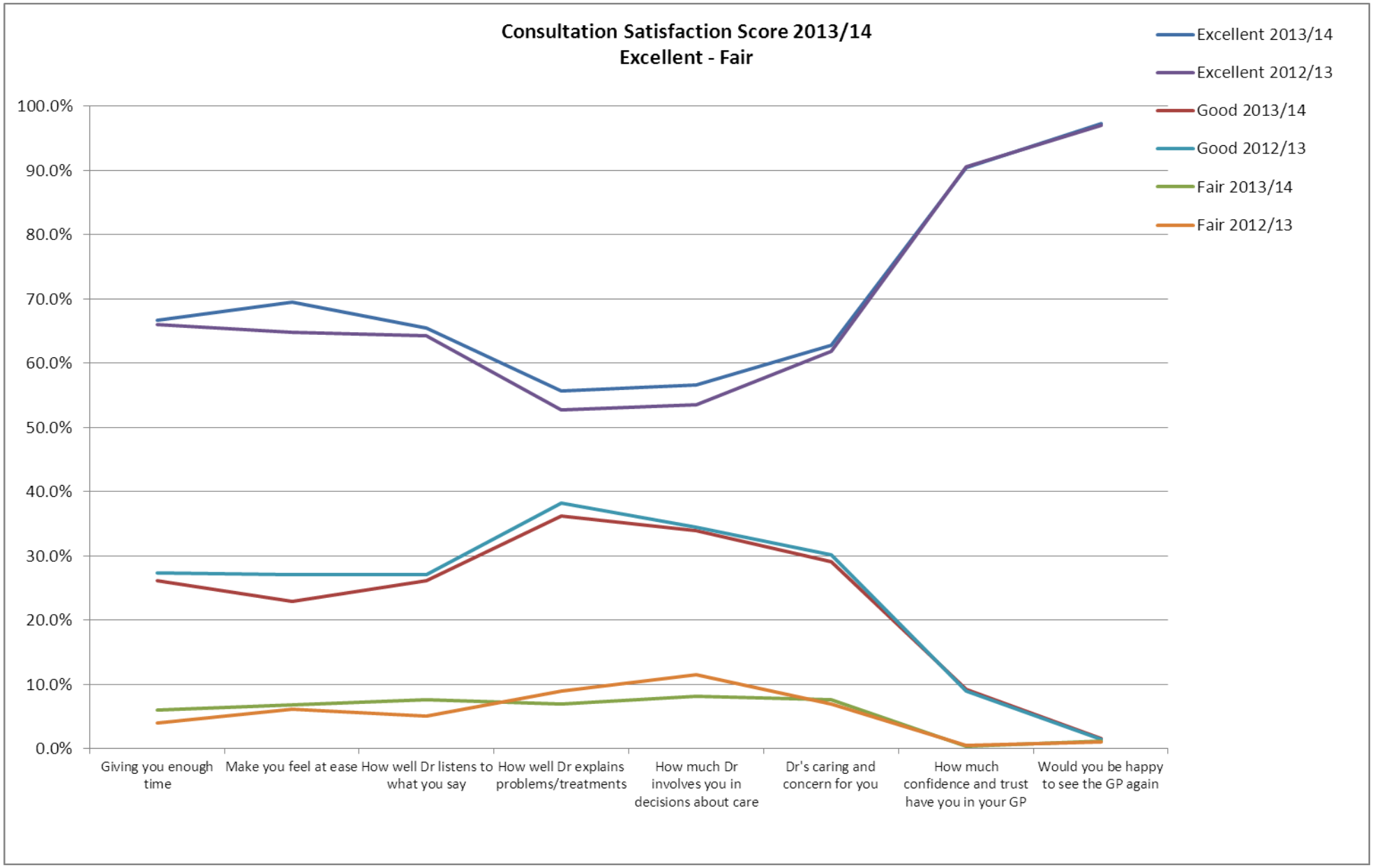
Consultation Satisfaction Score 2013/14
Excellent - Fair
Excellent 2013/14
Excellent 2012/13
Good 2013/14
Good 2012/13
Fair 2013/14
Fair 2012/13
100.0%
90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
Giving you enough time
Make you feel at ease
How well Dr listens to what you say
How well Dr explains problems/treatments
How much Dr involves you in decisions about care
Dr's caring and concern for you
How much confidence and trust have you in your GP
Would you be happy to see the GP again

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