

EASTBURY GP SURGERY
Patient survey - February 2014

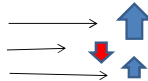
Thinking about your arrival at the Surgery on the occasion of your last visit

- Q1 How welcome were you made to feel when you arrived at our Reception?**
32% of respondents were made to feel "very welcome"; last year this figure was 22%
Only 5% of respondents were made to feel "Not very Welcome"; last year this was 12%
- Q2 How would you rate our Reception Team in each of the following?**
Politeness 47% of respondents felt staff were excellent; last year this was 34%
Efficiency 38% of respondents thought this was excellent; last year 24%
Knowledge 31% of respondents thought knowledge was excellent; last year 18%
Understanding needs 32% of respondents felt this was excellent; last year 17% thought so
- Q3 In the Reception Area, do you feel other patients can overhear your discussion with the receptionist?**
Yes, don't mind 60% of respondents don't mind being overheard; last year this was 52%
Yes, don't like it 35% of respondents don't like being overheard; last year this was 42%
- Q4 About the Computer Checking-in System in the Reception Area**
Do you like the system? an increase of 33% of respondents liked the system
Can you manage it easily? an increase of 31% of respondents can manage the system
Do you find it complicated? 92% thought the system was NOT complicated; last yr 63%
Rather see the Receptionist
- Q5 How informative do you find the notice boards in the Reception Area?**
virtually no change to the answers to this question
- Q6 Have you browsed through the NHS Informative Booklets and Leaflets in the Reception Area?**
virtually no change to the answers to this question
- Q7 If your answer to Q6 is YES, did you find what you were looking for?**
8% more patients found what they were looking for
- Q8 If your answer to Q7 is NO, do you have any suggestions for other topics?**



THINKING ABOUT TELEPHONE ACCESS TO THE SURGERY

- Q9 How easy is it for you to get through to us on the telephone?**
- | | <u>2014</u> | <u>2013</u> |
|------------------------|-------------|-------------|
| Usually very quickly | 6% | 1% |
| Reasonably quickly | 26% | 24% |
| It takes quite a while | 48% | 35% |
| Takes far too long | 21% | 41% |
- Q10 How easy do you find it to speak to a Doctor or Nurse on the telephone?**
- | | <u>2014</u> | <u>2013</u> |
|---------------|-------------|-------------|
| Very Easy | 6% | 4% |
| Easy | 14% | 13% |
| Not Easy | 48% | 38% |
| Haven't Tried | 32% | 44% |



THINKING ABOUT THE APPOINTMENT SYSTEM

- Q11 How do you normally book your appointment?**
By Phone 64% of respondents book by phone; last yr 55%
In Person 36% of respondents book in person; 64% LESS than last yr
- Q12 By which of the following methods would you prefer to book your appointment?**
In 2014:- **By Phone** 53% **In Person** 21% **Online** 26%
- Q13 If you need to see a Doctor URGENTLY, can you normally be seen on the same day?**
- | | <u>2014</u> | <u>2013</u> |
|------------|-------------|-------------|
| Yes | 39% | 32% |
| Mostly | 31% | 31% |
| Not Always | 23% | 28% |
| No | 7% | 9% |
- Q14 About our Booking System for seeing any Doctor,**
- a How soon are you offered an appointment?**
- | | <u>2014</u> | <u>2012</u> |
|----------------------|-------------|-------------|
| Same day or Next Day | 27% | 17% |
| 2 - 4 Days | 16% | 14% |
| 5 - 7 Days | 16% | 12% |
| More than 1 week | 39% | 53% |
| Don't mind | 3% | 5% |
- b How do you rate this?**
- | | <u>2014</u> | <u>2013</u> |
|-----------|-------------|-------------|
| Excellent | 15% | 7% |
| Good | 25% | 18% |
| Average | 31% | 29% |
| Poor | 21% | 27% |
| Very Poor | 7% | 19% |



Q15 About our Booking system for seeing a *Named Doctor*

a How soon are you offered an appointment?

	2014	2013
Same day or Next Day	7%	1%
2 - 4 Days	3%	6%
5 - 7 Days	15%	6%
More than 1 week	65%	80%
Don't mind	9%	7%



b How do you rate this?

	2014	2013
Excellent	5%	4%
Good	23%	13%
Average	26%	19%
Poor	33%	34%
Very Poor	14%	30%



Q16 How easy is it to book a future appointment, when instructed to do so by the Doctor?

	2014	2013
Easy	49%	29%
Not easy	33%	32%
Extremely difficult	8%	25%
I have not tried	10%	14%



THINKING ABOUT SURGERY OPENING TIMES

Q17 Is the Surgery currently open at times that suit you?

Yes *10% more respondents thought opening times were fine*

THINKING ABOUT YOUR MOST RECENT CONSULTATION WITH THE DOCTOR OR NURSE, AND ASSUMING YOU WERE ON TIME.

Q19 How long did you wait for your consultation to start?

	2014	2013
Less than 5 minutes	10%	9%
5 - 10 minutes	24%	19%
11 - 20 minutes	37%	33%
21 - 30 minutes	19%	22%
More than 30 minutes	10%	17%



Q20 How good was the last GP or Nurse you saw at each of the following?

(Please Tick Each Category for the Doctor and the Nurse, where applicable)

a Giving you enough time

	Doctor	2013-2014	Nurse	2013-2014
Very Good	64%	10%	71%	-4%
Good	28%	-7%	23%	1%
Fair	7%	-4%	6%	3%
Poor	1%		0%	
Very Poor	0%		0%	

b Listening to you

	Doctor	2013-2014	Nurse	2013-2014
Very Good	64%	12%	71%	-4%
Good	28%	-8%	24%	3%
Fair	7%	-2%	4%	2%
Poor	1%	-1%		
Very Poor	0%	-1%		

c Explaining tests and treatments

	Doctor	2013-2014	Nurse	2013-2014
Very Good	58%	10%	63%	-3%
Good	32%	-5%	30%	2%
Fair	8%	-4%	6%	1%
Poor	2%	-1%	1%	1%
Very Poor				

d Involving you in decisions about your care

	Doctor	2013-2014	Nurse	2013-2014
Very Good	57%	14%	65%	9%
Good	30%	-8%	31%	-3%
Fair	10%	-3%	4%	-1%
Poor	2%	-3%	0%	-5%
Very Poor	1%			

e Treating you with care and concern

	Doctor	2013-2014	Nurse	2013-2014
Very Good	62%	16%	72%	0%
Good	29%	-8%	25%	2%
Fair	7%	-6%	3%	-2%
Poor	1%	-3%		
Very Poor				

f Did you have confidence and trust in the Doctor or Nurse you consulted?

	Doctor	2013-2014	Nurse	2013-2014
Yes, definitely	71%	4%	61%	-20%
Yes, to some extent	27%	-4%	39%	21%
No, not at all	2%			

THINKING ABOUT THE CARE YOU RECEIVE FROM THE DOCTORS AND NURSES

Q21 How well does the Surgery help you to:-

a understand your health problems?

	2014	2013-2014
Very Well	73%	7%
Not very well	12%	-3%
Unsure	15%	-4%

b Cope with your health problems?

	2014	2013-2014
Very Well	71%	6%
Not very well	14%	0%
Unsure	14%	-6%

c Keep yourself healthy?

	2014	2013-2014
Very Well	65%	5%
Not very well	15%	-2%
Unsure	20%	-3%

Q22 Overall, how would you describe your experience of your GP Surgery?

	2014	2013-2014
Excellent	25%	12%
Good	53%	4%
Fair	19%	-10%
Poor	4%	-5%

Q23 Would you recommend the Practice to someone else?

	2014	2013-2014
Yes, definitely	37%	13%
Yes, probably	40%	-2%
No, probably not	19%	-7%
No, definitely not	3%	-5%

A FEW QUESTIONS ABOUT YOU TO HELP OUR UNDERSTANDING OF YOUR ANSWERS

	Respondents		Surgery as a whole	
	2014	2013	2014	
Q24 Are you				
Male	39%	34%	48%	
Female	61%	66%	52%	
Q25 What is your age group?			Surgery as a whole	
Under 16	5%	1%	under 19	1541
16-44	31%	21%	20-39	1587
45-64	27%	27%	40-59	2098
65-74	25%	26%	60-79	1452
75 or over	12%	25%	80-99	522
			100+	8

Q26 Do you consider that you are disabled?

There was virtually no difference in the answers to this question in both years

Q27 What is your ethnic group?

	2014	2013
White British	63%	72%
Other White Caucasian	7%	3%
Black or Black British	2%	0%
Asian or Asian British	21%	16%
Mixed	2%	1%
Chinese	2%	1%
Other Ethnic Group	2%	1%
Prefer not to say	2%	5%

SUPPLEMENTARY QUESTIONS FOR THIS YEAR'S SURVEY

Q28 During the past 12 months how often have you visited the Surgery to see

a) a Doctor?	No visits	1-2 times	3-4 times	5-7 times	8+ times
	4%	48%	39%	9%	1%
b) a Nurse?	No visits	1-2 times	3-4 times	5-7 times	8+ times
	31%	55%	10%	3%	1%

Q29 How often do you use the Surgery's website?

Frequently	Seldom	Never	Cannot use
1%	23%	66%	10%